nconnect Cloud Telephone Solution Service Definition

This manual provides an overview of the nconnect solution, ordering and service processes.

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1 Introduction to nconnect Solutions

1.1 nconnect Cloud Telephone System

As with many business applications and services such as email and CRM/ERP nconnect's telephony solution is a Cloud platform which provides integrated carrier grade cloud telephony solutions direct to Enterprise customers (1- 100,000 user base) with the following technical benefits:

- Co located Data centres with GPPS connections for resilience
- Full interconnect with BT IP Exchange with dual access provided over fibre connections direct into BT Datacentre in London Telehouse
- Further resilience is provided over BT's MPLS IP platform
- Tier 1 interconnects with the likes of O2, Vodafone, DT and other National Carriers
- Encryption of voice transmission (SRTP)
- Secure key transmission (TLS)
- Encoded zero touch configuration
- All provisioning data is encrypted
- SIP account information can be replaced without customer interaction at any time (no need to input SIP register into device)
- Customer fraud reduced by proactive monitoring and detecting abnormal usage (limit set) Patents pending in fraud detection algorithms
- TUV Saarland approved speech quality

1.2 Cloud Features and Functionality

nconnect cloud telephone solutions are available for either single or multi-site customers, ranging from a small branch office to head office with 1000s of seats.

Here are some of the main enterprise features of the nconnect solution that will enable businesses to seamlessly connect and collaborate:

- Wide range of IP Endpoints
- Range of Soft Phones and CTI applications
- MS Lync integration
- Full mobility features through integrated FMC (Fixed Mobile Convergence)
- Auto Attendant (Digital Reception/Welcome GREETING MESSAGE)
- Interactive Voice Response (IVR)
- Voicemail to E-Mail Integration
- Fax to E-Mail Integration
- Conference Room up to 50 people
- Add hoc Conference call
- Hot Desking
- Call Recording

- Call Centre Monitoring
- Lifelong free firmware upgrades for supplied IP devices

and many other features (See **Appendix C** for full Product Feature List).

2 nconnect Products and Services

2.1 Products

Listed below are all the products offered as part of the nconnect solution, which comprise of 2 packages, with different sets of features and functionality.

- nconnect **Enterprise**
- nconnect **Premium** (bolt-on) to Enterprise.

For detailed feature comparison between the nconnect Enterprise and Premium versions, please see Appendix C.

2.3 IP Devices

The nconnect service is delivered to the end customer via a range of devices and services;

2.3.1 IP Phones

nconnect supported IP Phones are fully auto provisioned. These include models from the following manufacturers:

- snom
- Aastra
- Panasonic
- Polycom (IP5000 Conference)

2.3.2 Analogue Terminal Adapters (ATAs)

To support a range of analogue phones (POTS) and faxes, we support and supply and support the following:

- Patton ATAs

The Patton Multiport-ATA (Analogue Telephone Adapter) connects analogue devices to IP-based data networks. It is ideally suited for integrating analogue fax machines (T.38). Of course it can also be used to integrate analogue telephones or door openers, which then establish a connection to the NFON telephone system.

The Patton ATA converts voice traffic into data packets for transmission via your IP network. Thanks to the international standards for voice- and data networks, the Patton ATA ensures reliable operation.

The following Patton models are available:

» Patton SN 4112 (up to 2 analogue devices)
» Patton SN 4114 (up to 4 analogue devices)
» Patton SN 4118 (up to 8 analogue devices)
» Patton SN 4412* (up to 12 analogue

Figure 1: Patton ATAs

devices)
» Patton SN 4416* (up to 16 analogue devices)
» Patton SN 4424* (up to 24 analogue devices)
» Patton SN 4432* (up to 32 analogue devices)

Media Gateways

- AudioCodes

The AudioCodes' converged wireline VoIP media gateway is designed to interface between TDM & IP networks in enterprises / carrier locations. The Gateways are deployed for interfacing legacy telephone systems to IP networks, as well as seamless connection of IP based telephone systems to PSTN networks.

2.3.3 Wireless DECT Solutions

DECT range of devices:

- Polycom KIRK DECT IP Phones
- SpectraLink DECT IP Phones
- Panasonic DECT IP Phones
  - TPG500 Base Station can support up to 6 TPA50 Handsets
  - TPG550 Base Station with a Reception Phone
    - TPA50 DECT Handset
  - UDS124 Base Station can support up to 255 DECT Handsets
    - UDT111 DECT Handset
    - UDT121 DECT Handset
    - UDT131 DECT Handset

Panasonic Cordless (DECT) Handsets

Overview

nconnect offer the Panasonic TGP500 series of cordless DECT IP phones for use with our cloud Telephone Service. The phones may either be purchased or rented by the customer and are either supplied with the installation of the service or may be sent to the customer site for self-installation.

Please note that when purchased, phones, batteries and related accessories become the property of the customer and as such the customer is responsible for their on-going maintenance. They remain the ownership of the customer at the end of the contract.

The TGP500 series comes with two base station options:

Panasonic KX-TGP550

Combined corded handset / DECT base station and 1 x handset bundle

- Up to 6 handsets per base station
- Up to 3 simultaneous calls per base station
- DECT radio technology
- Base station and each cordless handset docking station requires mains power supply

Additional TPA50 Handsets can be purchased and registered with the TPG500/550 Base Stations. Up to a total maximum of 6 handsets can be registered per base station;

Panasonic KX-TPA50 Handsets

- 2.1" LCD screen with white back light
- Message waiting indicator
- Soft keys
- 100 phone book memory (local on phone)
- Cordless DECT base station and 1 x handset bundle
- Up to 1 days stand-by and 5 hours talk time

2.3.4 Mobile Phones (FMC)

Mobile Integration via FMC for iPhone, Android and Blackberry

The FMC App allows you to use your mobile device as a copy of your desk phone and can operate on Wi-Fi and 3G with seamless handover of calls from one environment to another.

For more details, see Section 2.3 – Software Applications

2.4 SOFTWARE AND APPLICATIONS (CTI)

nconnect has developed a range of software applications to integrate the nconnect telephone system to other devices and applications.

Through our range of nCTI software packages, customers are able to link the nconnect telephone system with their mobile phones (FMC Apps), desktop computers (Softphone) and MS Lync (nCTI Standard) offering powerful integration for today's modern Enterprise.

2.4.1 FMC, Softphone and Lync Integration

nconnect provides software applications to integrate customers mobiles （FMC app） and CTI software –nCTI Basic to control the NFON devices via laptop, nCTI Standard to integrate with Lync as well as a Softphone client.

2.4.2 FMC

The nconnect FMC app for mobile integration (iPhone, Android & Blackberry)

The FMC client establishes a connection to the NFON Cloud telephone system, which then connects to the desired telephone number using the landline number.
The FMC client provides a business instance, which makes you available on the go while protecting your privacy – with the FMC client you can also make calls under your business identity when you're not in the office. The FMC client searches for the most cost-effective connection, thus optimising your costs.

If an existing WLAN connection is available for the mobile phone to connect to, every outgoing call is automatically connected via WLAN, establishing a VOIP connection to NFON platform. In the case of an internal call, no mobile network charges result at all. With an external telephone number, you are making calls at the favourable rates of the NFON telephone system.

Figure 2: nconnect FMC App

Softphone -nCTI Basic

The nconnect Softphone is a feature rich softphone with all the advanced features and functionality of the nconnect Desk phone. Using the nCTI Basic application, the Softphone, doubles as a CTI client to control the desk phone and integrates in to MS Outlook Contacts with 'Click to dial' functionality.

Figure 3: nconnect Softphone

2.4.3 Microsoft Lync – nCTI Standard.

The FMC client establishes a connection to the NFON Cloud telephone system, which then connects to the desired telephone number using the landline number.
The FMC client provides a business instance, which makes you available on the go while protecting your privacy – with the FMC client you can also make calls under your business identity when you're not in the office. The FMC client searches for the most cost-effective connection, thus optimising your costs.

If an existing WLAN connection is available for the mobile phone to connect to, every outgoing call is automatically connected via WLAN, establishing a VOIP connection to NFON platform. In the case of an internal call, no mobile network charges result at all. With an external telephone number, you are making calls at the favourable rates of the NFON telephone system.
Shown below is snom compatibility list:

Snom	Firmware	NCTI basic	NCTI standard	NCTI standard CRM	NCTI premium	NCTI premium CRM
300/320	to 08.04.35	✓	✓	✓	–	–
370	to 08.04.35	✓	✓	✓	–	–
	from 8.7.xx	–	✓	✓	✓	✓
710/720/760	from 8.7.xx	–	✓	✓	✓	✓
821/870	to 08.04.35	✓	✓	✓	–	–
	from 8.7.xx	–	✓	✓	✓	✓

Table 1: snom Compatibility List

2.5 Voice Operator Panel (VOP) – nReception

The **nReception** operator workstation from NFON allows you to use extensive operator and management functions to handle all kinds of calls;

2.5.1 FUNCTIONAL OVERVIEW

The VOP has a variety of features:

- ✓ Unlimited number of parallel call
- ✓ Unlimited number of directories
- ✓ Softphone mode
- ✓ Compatible with all USB headsets
- ✓ Hardphone mode
- ✓ LDAP integration
- ✓ CRM integration
- ✓ Desktop alarm
- ✓ Hold call
- ✓ Unannounced transfer
- ✓ Announced transfer
- ✓ Caller/called photos
- ✓ Presence function (Busy Field Light)
- ✓ Call duration display
- ✓ Block caller ID
- ✓ Call transfer
- ✓ Messenger Integration
- ✓ Outlook integration
- ✓ Speed dials
- ✓ VoiceMail Status
- ✓ VoiceMail speed dial
- ✓ Latency monitoring
- ✓ Call history
- ✓ Drag & Drop
- ✓ Echo suppression
- ✓ Local/main directories
- ✓ Directory filter
- ✓ Directory search
- ✓ User interface customisation
- ✓ Import/export directory
- ✓ Email integration
- ✓ Web browser integration
- ✓ …

- You can see whether an employee is on a call.
- Transfer incoming calls with or without announcing them or email the target destination a call message.
    - Integrate and combine any number of operator workstations and locations:
- Use several operator workstations at one location **or**
- Integrate any number of locations using one operator workstation.
    - Adapt the operator workstation to your specific needs!
    - There are also many other functions you can benefit from.

Infinite options:

- Presence function (Busy Field Lights "BFL") for all telephones on the system
- Unlimited number of directories
- Drag & Drop
- CRM integration
- Outlook integration
- Email integration
- Web browser integration
- LDAP connection
- and much more

The operator workstation is compatible with the following Windows operating systems: (**32bit** and **64bit**;

- Windows 2000

- Windows XP
- Windows Vista, Windows 7

2.6 Call Centre Monitoring - QueueMetrics

NFON provide software application called **'QueueMetrics'**, which enables IT Managers/Call Centre Managers to monitor and manage the call centre agents and provides comprehensive on-line statistics, such as Average Call Duration, Time to Answer, SLA compliance etc.

For extensions to be monitored and managed via the QueueMetrics Call Centre application, the extension must be member of a **Queue service** and configured as **Call Centre Agent** in the Provisioning Portal.

The QueueMetrics application from NFON allows you to use extensive statics for management of your call centre agents and ensure that your operation is compliant with SLAs agreed with your customers. With Queue Metrics customers can:

- Reports on the call centre to create activity, distinguishable by queue / n, Agent / n and period indicating what is happening in the specified time (for example, received calls, missed calls, logged in-/ logged out agents status etc.) and that these reports can be created during the use of equipment, so that hardly determine a time delay
- analyse every detail of the call centre activity individually
- see on a screen what is happening in the call centre, and the real-time
- provide their own customers or superiors (in-house call centres) statistics on the call centre activities

Reports available via QueueMetrics:

- Quick Activity Report
- Agent Reports
- Custom Reports
- Real Time Reports/Monitoring :
    - The real-time monitoring enables the analysis of queue and agent activity at the current time.

NOTE: Your call centre data are stored for 6 months.

About https://callcenter.NFON.net you get access to Queue Metrics.

Metrics queue is an internet application, and therefore it does not require installation of a program. So you can access it from anywhere and keep track of the activity of your call centre.

2.7 DDI Numbers

nconnect is able to provide customers with new DDI Numbers or PORT in existing numbers.

2.8 Professional Services

nconnect is able to offer our customers consultancy and project management for larger projects to enable them to design, manage and support the nconnect solution.

This is a bespoke service and priced according to customer requirements.

3 nconnect Portals

Portal for admin and telephone system management.

The nconnect solution is configured and managed via online Portals designed to be operated direct by our customers and extension (seat) end-users.
These Portals allow customers to configure all supported devices directly without having to interfere with the end-devices own configuration and also control the end-device at user level. The Portals are both Admin controlled or / and User controlled;

- **Service Portal** for configuration of PBX - (IT Manager/Admin controlled)
- **Extension control Portal** for end users – (end user controlled)
- **Commercial Portal** for Invoices, CDRs, Active devices – (IT Manager/Admin controlled)
- **Technical Support Portal** – (Service centre/ tech support controlled)
- **Information Resource and Websites:** the nconnect/NFON Website Resource Centre.

3.1 Service Portal

The Service Portal is the main configuration Portal for configuring the customer service, extensions (extn), devices (IP Phones), settings of FMC (Mobile), Voice mail, IVR, TimeControl and many other functions of the nconnect PBX service. The Portal is available via the Internet at the following link: https://portal.NFON.com/en/web/portal/lp_welcome

a) To LOGIN into Service Portal you will need the account number; ID = **KAXXX** followed by the Password, sent to you in the welcome email.

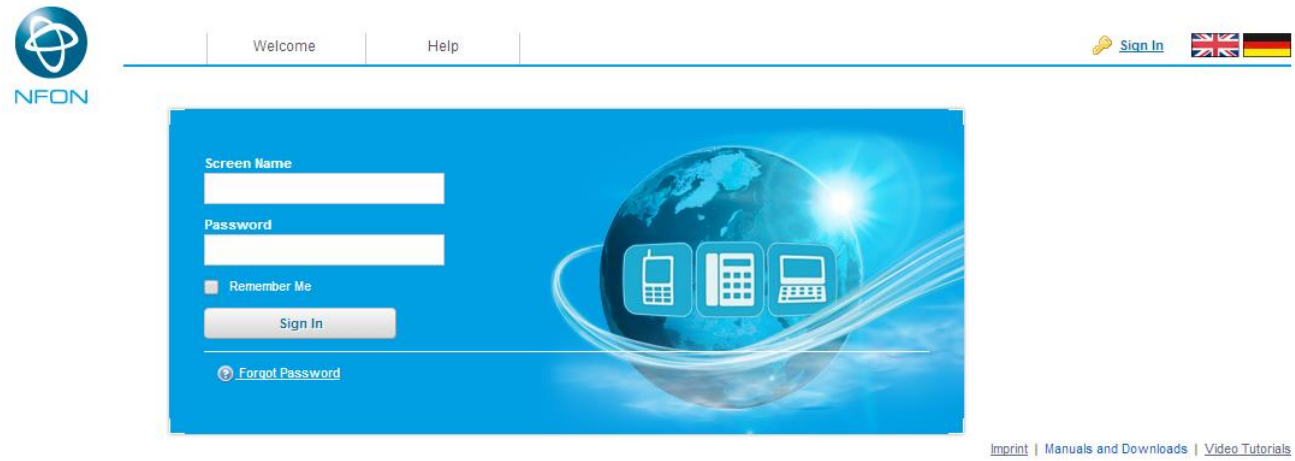


Figure 4: Service Portal Login Screen

Once signed in, you will get the following screen shot;

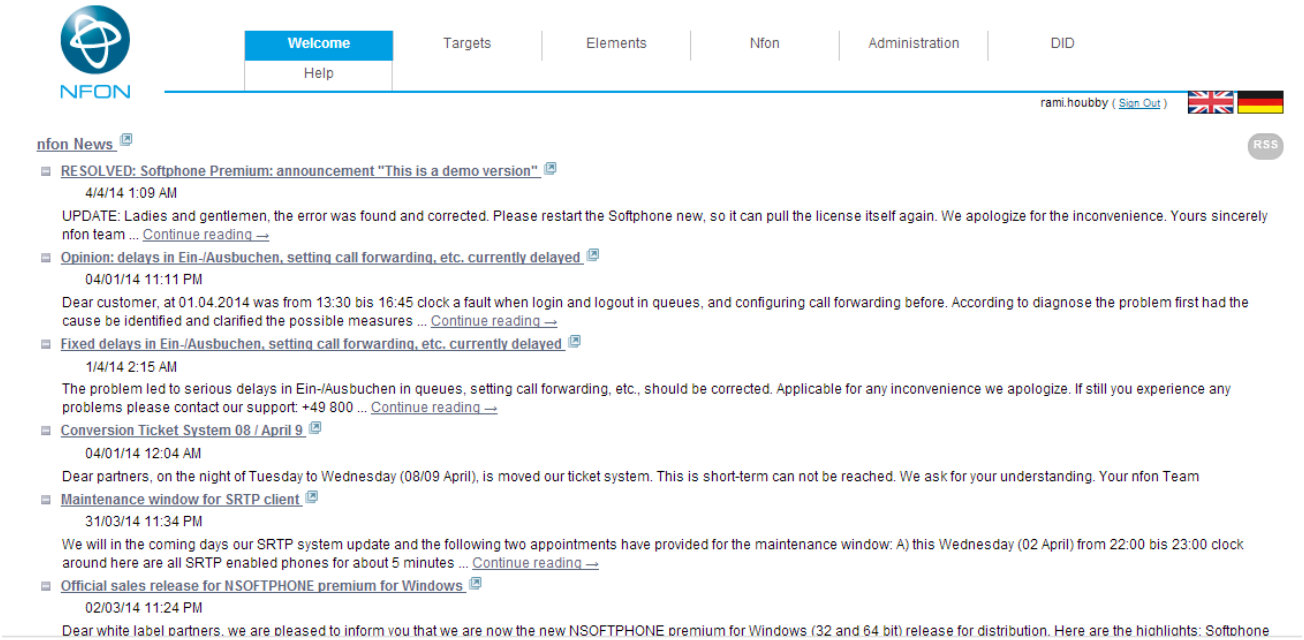

NFON
Welcome
Help
Targets
Elements
Nfon
Administration
DID
rami.houbby (Sign Out)
nfon News
RSS
RESOLVED: Softphone Premium: announcement "This is a demo version"
4/4/14 1:09 AM
UPDATE: Ladies and gentlemen, the error was found and corrected. Please restart the Softphone new, so it can pull the license itself again. We apologize for the inconvenience. Yours sincerely nfon team ... Continue reading →
Opinion: delays in Ein-/Ausbuchen, setting call forwarding, etc. currently delayed
04/01/14 11:11 PM
Dear customer, at 01.04.2014 was from 13:30 bis 16:45 clock a fault when login and logout in queues, and configuring call forwarding before. According to diagnose the problem first had the cause be identified and clarified the possible measures ... Continue reading →
Fixed delays in Ein-/Ausbuchen, setting call forwarding, etc. currently delayed
1/4/14 2:15 AM
The problem led to serious delays in Ein-/Ausbuchen in queues, setting call forwarding, etc., should be corrected. Applicable for any inconvenience we apologize. If still you experience any problems please contact our support: +49 800 ... Continue reading →
Conversion Ticket System 08 / April 9
04/01/14 12:04 AM
Dear partners, on the night of Tuesday to Wednesday (08/09 April), is moved our ticket system. This is short-term can not be reached. We ask for your understanding. Your nfon Team
Maintenance window for SRTP client
31/03/14 11:34 PM
We will in the coming days our SRTP system update and the following two appointments have provided for the maintenance window: A) this Wednesday (02 April) from 22:00 bis 23:00 clock around here are all SRTP enabled phones for about 5 minutes ... Continue reading →
Official sales release for NSOFTPHONE premium for Windows
02/03/14 11:24 PM
Dear white label partners, we are pleased to inform you that we are now the new NSOFTPHONE premium for Windows (32 and 64 bit) release for distribution. Here are the highlights: Softphone

Figure 5: nconnect Service Portal

b) Select **<Targets>**, where you will see the summary of the configured extensions on your account.

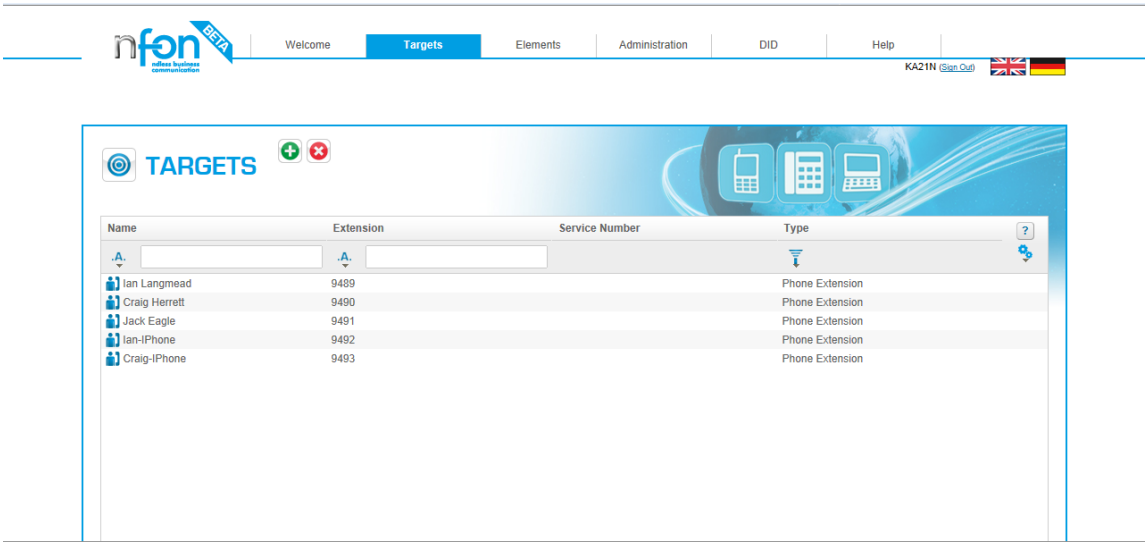


Figure 6: nconnect Service Portal – Targets

c) Select **<Elements>**, where you will see the summary of all the devices configured on your account (these would be automatically pre-provisioned during Order Input stage).

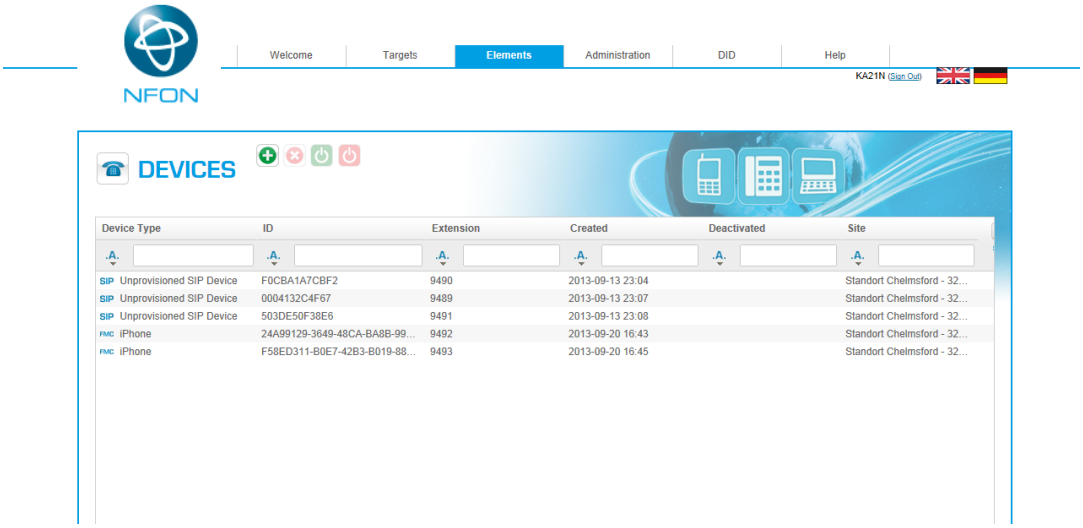


Figure 7: nconnect Service Portal – Elements

d) If however the device does not show in the Portal and you can ADD a device manually in the Portal, then follow the following steps.

Example of how to enter a new snom300 manually into the Portal;
To **ADD** a new device which is not already exisitng into the Service Portal, follow the following steps;
Select **ELEMENTS** →DEVICES → ADD → snom → snom300.

This opens up the Panel shown in Figure 10 below; here you enter the MAC Address of the snom300 and select the site from a drop down list. Then you must press **SAVE**.

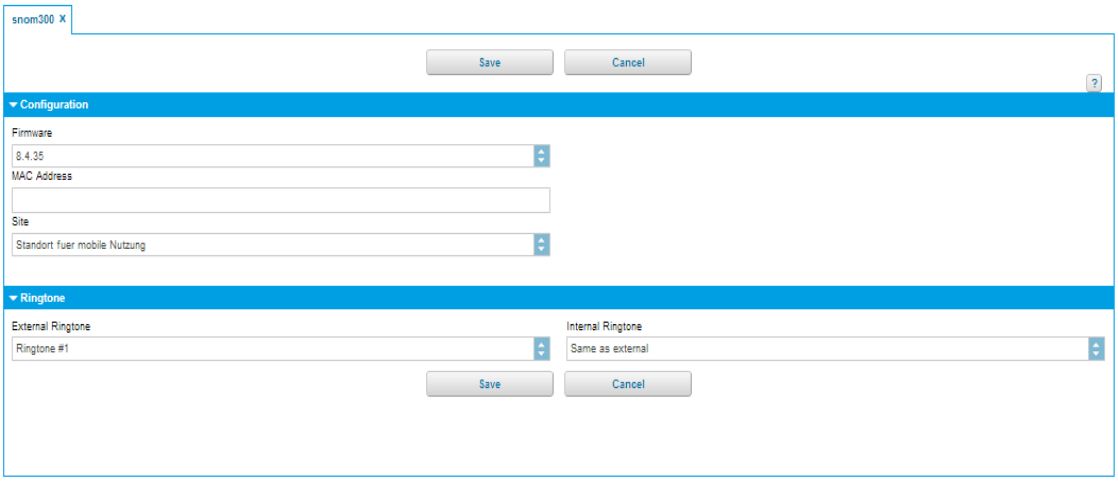


Figure 8: nconnect Service Portal – Adding New Device

3.2 Process of Adding an Extension in the Service Portal

Using the Service Portal as shown in the previous pages, you can easily and quickly **ADD a new extension** or make changes to an existing extension already in the Portal.

Initially, when a customer is allocated an account, the Service Portal will already have the number of extensions that have been input into our Ordering System.

For example, if the customer requirement was for 10 extensions, 10 IP Phones and DDI number range, these would have already been entered at the ordering stage into SalesForce. Once the customer confirmed and signed the order, then this initial requirement is automatically downloaded into the Service Portal, ready to be customised to exact customer requirements, in terms of the names for each extn user, which user is allocated which DDI number, any services that require configuration, such as Time of Day routing [**TimeControl**], [**Queues**], [**IVR**], [**Groups**] and other functions as required.

The flow diagram below shows how to either ADD another extension or amend an existing extension. As shown in the preceding pages and Screen Shots of the Service Portal, select [**Targets**] to enter the Extension config mode.

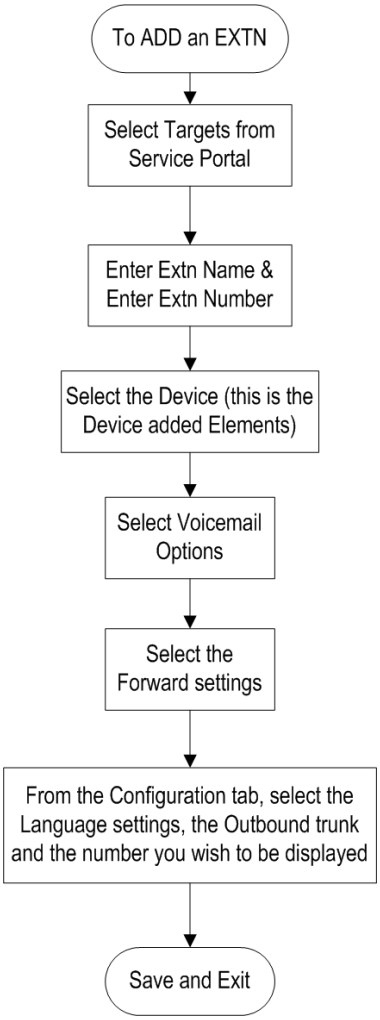

To ADD an EXTN
Select Targets from Service Portal
Enter Extn Name & Enter Extn Number
Select the Device (this is the Device added Elements)
Select Voicemail Options
Select the Forward settings
From the Configuration tab, select the Language settings, the Outbound trunk and the number you wish to be displayed
Save and Exit

Figure 9: nconnect Service Portal Adding/Amending extensions

To **ADD** a new Extension which is not already exisitng into the Service Portal, follow the following steps;

Select TARGETS → ADD → a phone extension.

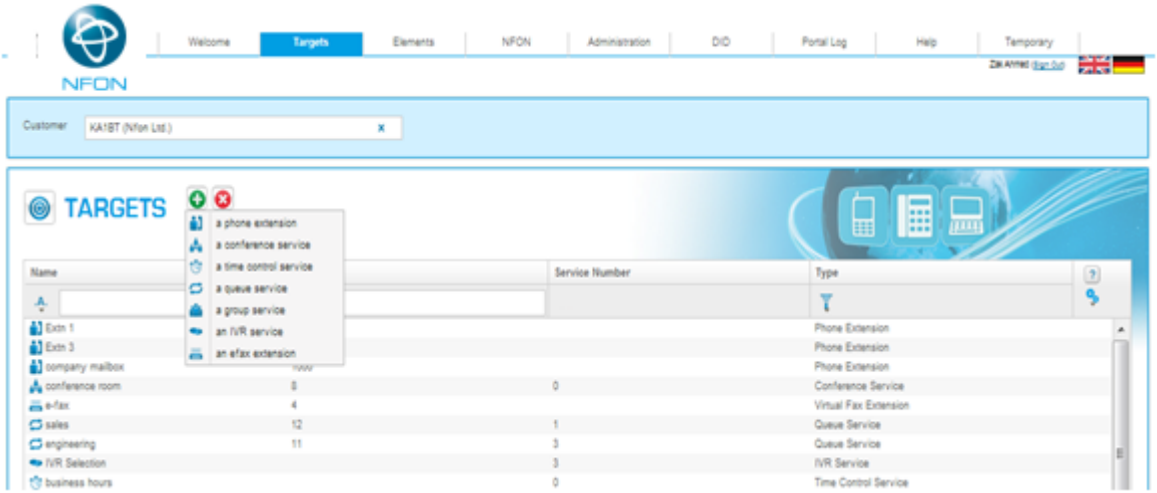


Figure 10: nconnect Service Portal – Adding New Extension

This opens up the extra panel as shown below;

Here you can configure all the attributes of the EXTN – name, number, Inbound number, Select the Phone Device attached to this extn, Voicemail, Call Forward conditions, Geographical settings, Configuration, Functions keys. After making the selections, you must press **SAVE.**

Figure 11: nconnect Service Portal – Extension Attributes Configuration

3.3 Adding and Configuring Other SIP Devices in the Portal

Customers can add IP Phones and other SIP devices which are not provided by nconnect. These devices are referred to as 'Unprovisioned SIP Devices'. These devices are added into the Portal under the **ELEMENTS** → Devices → Add → **Unprovisioned SIP Device** menu. The process is the same as adding a normal IP device, but customers have to manually input the User ID, Password and SIP Register (IP Address of SIP Proxy) into the device via the device's own configuration system (often a web configuration).

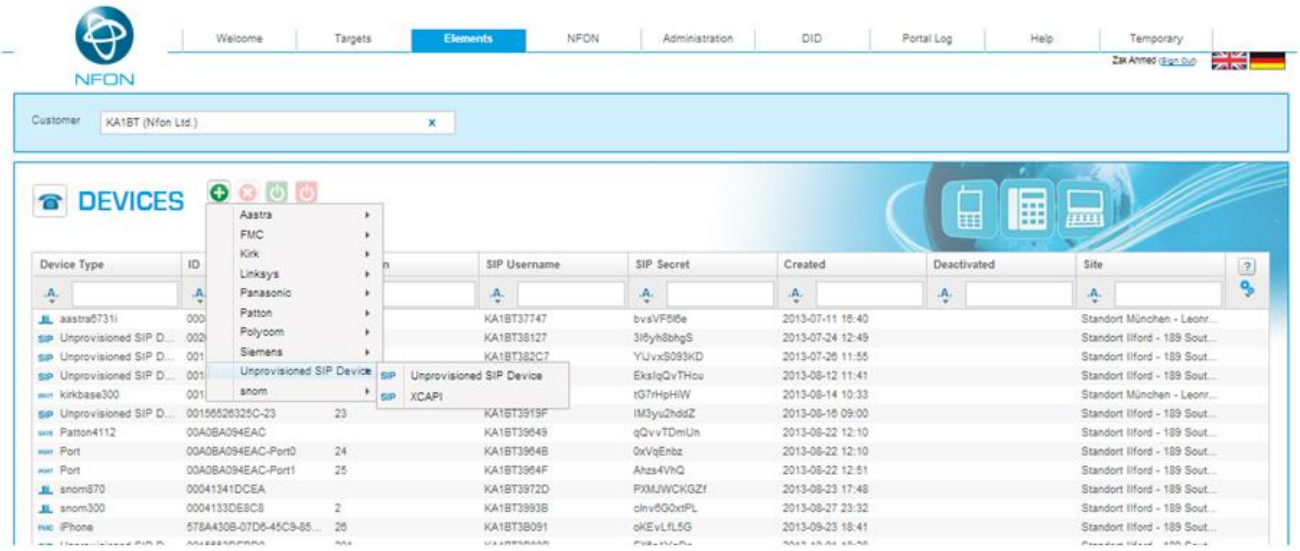


Figure 12: nconnect Service Portal – Adding Unprovisioned SIP Devices

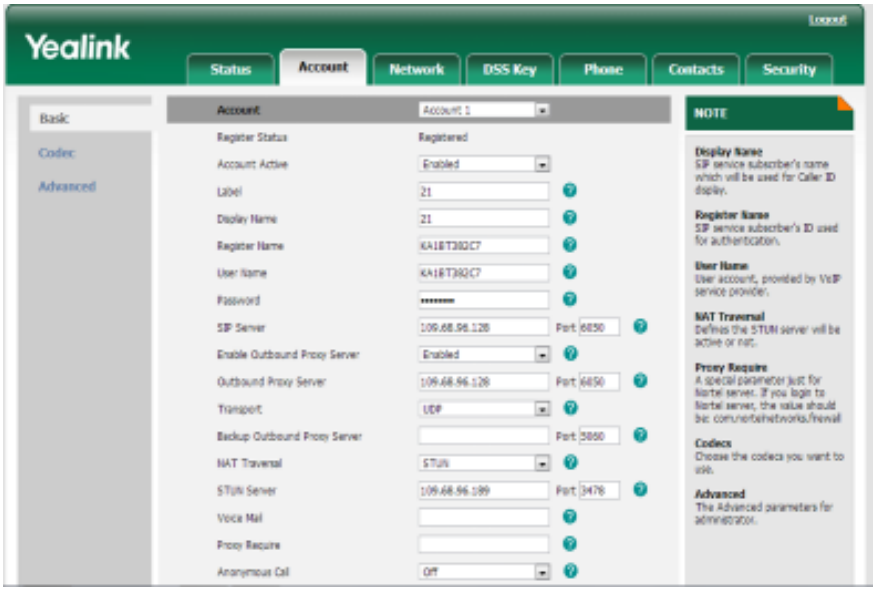


Figure 13: nconnect Service Portal – Adding Unprovisioned Yealink Device

3.4 Adding an FMC Device to the Service Portal (iPhone Example)

To add an FMC device (such as iPhone, Android or BlackBerry) in the Service Portal, the process is the same as adding an IP Phone (ie a DEVICE- as shown in Section 3.4);

From the Service Portal top line menu, select the **ELEMENTS** → Devices → Add → **FMC,** then from the drop down menu select the device required (iPhone, Android etc.);

The screenshot below describes the installation and configuration of the iPhone in the Service Portal;

Step1

Select the FMC option from the Top Line **ELEMENTS** menu;

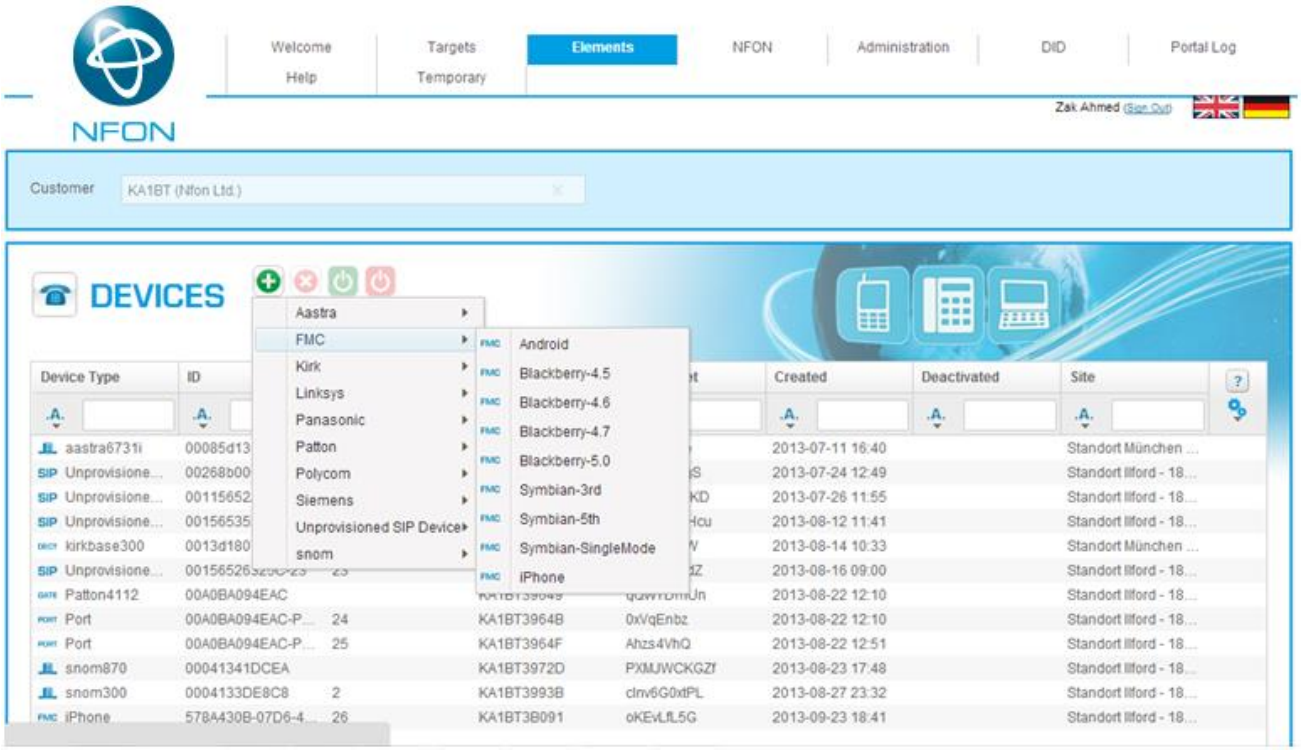


Figure 14: nconnect Service Portal – Adding FMC Device

Step2

Select the FMC options on the right, select the iPhone option;

Here enter the **UDID** number, which is the 40 digit ID found in your iPhone (see section below on downloading the APP from the official APP Store).

Select the site you are located at (this will be the registered address you first gave when placing the nconnect service order). After entering the details, press **SAVE** and within 30 seconds your iPhone will be registered on to the nconnect cloud.

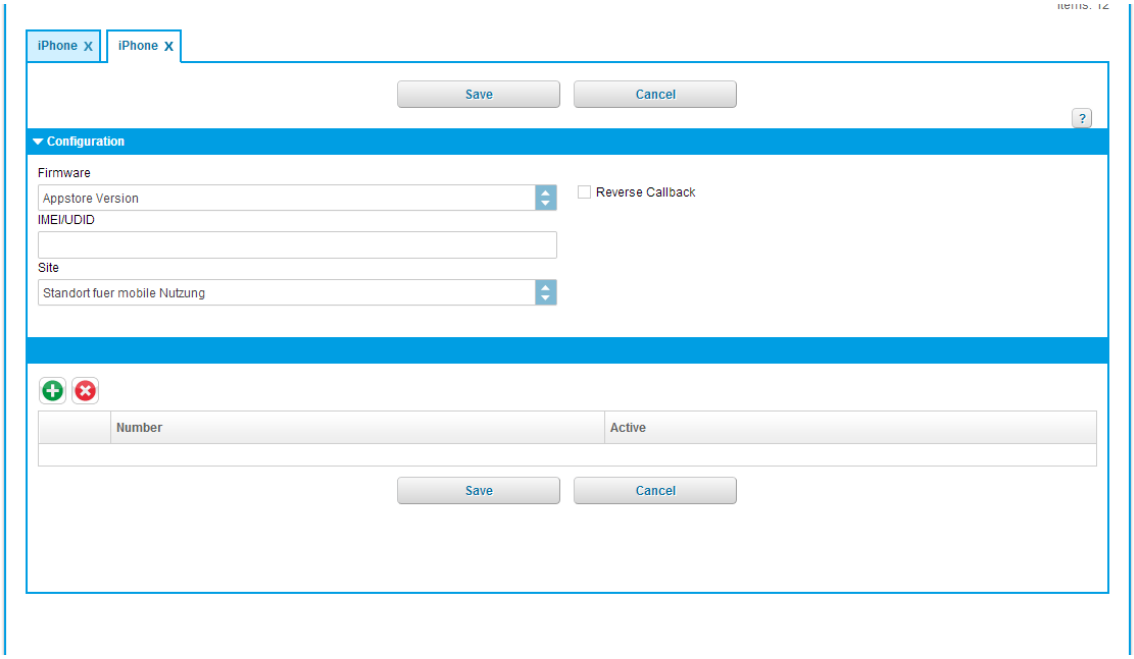


Figure 15: nconnect Service Portal – Adding iPhone

3.5 Guide to NFON FMC APP

3.5.1 NFON Mobile iPhone App Download & Setup

Stage1. Download and install the FMC Client APP on your iPhone

Visit the official App Store and download the "NFON Mobile" app on your iPhone. Once the APP has been downloaded please follow the steps below for setting up the FMC device with the nconnect telephone system.

Stage2. Configure the NFON Mobile APP on your iPhone

- Open the application and press the icon "About" or "Favourites" depending on your iOS version. This should be found in the lower right corner. See Figure 16.

Figure 16: NFON Mobile Application

- Press on "Settings" button found in the upper right corner (See Figure 16). You should see the screen shown in Figure 17.

Figure 17: Settings Screen

- To add your iPhone on the nconnect Service Portal the Provisioning Key should to be emailed to **fmc@nconnect.com**. This can be done by pressing "Send Key via Email" under the "Provisioning" section on the "Settings" screen. See highlighted section in Figure 18.

  (Note: The sending of the AppID requires the version iOS6.x. If you use an older iOS version please look up your UDID in your iTunes instead of the AppID 3)

- Please address the email to fmc@nconnect.com and remember to **add your mobile number** in the email body.

Figure 18: Emailing Provisioning Key

- Please ensure that you have selected **VoIP over 3G Options.** This can be done under the "Network Preference" section on the "Settings" screen. See highlighted section in Figure 19. Press on "Packet Data Usage" and select the option "**Dynamic VoIP**".

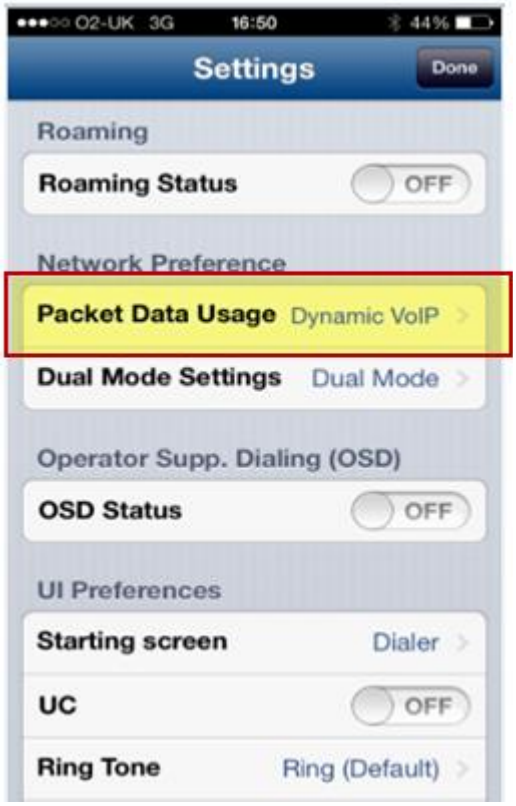


Figure 19: Selecting VoIP Options

Stage 3. Performing a Test Call

- After you have configured the NFON APP on your iPhone, please open the APP and make a test call. The call should say, **Call via Wi-Fi (VoIP)** (if you are in Wi-Fi coverage) or **Call via 3G VoIP.** If for any reason you are not getting calls via the 3G Data network, then please update the settings. This can be done under the "Settings" section on the "Settings" screen by pressing "**Update Settings**". See highlighted section in Figure 20.

  Note: Please contact your telephone system administrator for the appropriate format of dialed external numbers, as an added prefix might be applicable.

Figure 20: Selecting VoIP Options

Caution:

When using the NFON FMC APP, please be aware that you may incur call charges depending on the tariff/packages you have subscribed to with your mobile service provider.

Calls via Wi-Fi are free from your mobile(*). Calls via 3G VoIP depend on the Data Package (if abroad, this uses Data Roaming rates, which are usually expensive). Calls via GSM incur normal GSM call charges for your mobile tariff.

(*) For full details on fees, please see: http://myNFON.com/en/manuals/fmc/iphone/fmc-iphone-manual/d-fees/1-connection-charges-for-domestic-calls/

iOS FMC Client Update

If you have selected English as your extension language and you already downloaded the FMC client, please follow the below instructions to update your iOS FMC Client to the newest version:

1. Open „NFON Mobile“
2. Click „Favourites“
3. Click „Settings“
4. Click „Update settings“
5. Click „Feature File Download“
6. Finish!

3.5.2 NFON Mobile Android App Download & Setup

Stage1. Download and install the FMC Client APP on your Android Mobile Device

Visit the official App Store and download the “NFON Mobile” app on your Android Mobile Device. Once the APP has been downloaded please follow the steps below for setting up the FMC device with the nconnect telephone system.

Stage2. Configure the NFON Mobile APP on your Android Mobile Device

- To add your Android mobile device to the nconnect Service Portal the **IMEI** number of your device should be emailed to nconnect.
- To do that, select "**Settings**" from the device desktop, scroll down to and select the "**Licensing**".

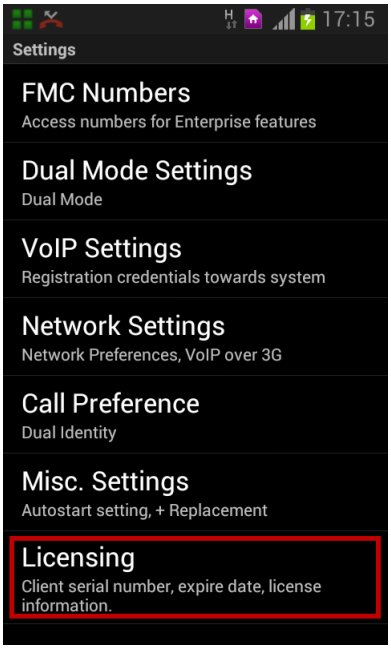


Figure 21: Mobile Device Settings Menu

- The Licensing screen shows the IMEI number. Please note that the way of obtaining the IMEI number can differ depending on the version of the Android OS installed on your mobile. Please refer to your mobile's user manual.
- Please send the IMEI number to: **fmc@nconnect.com** together **with your mobile number**.

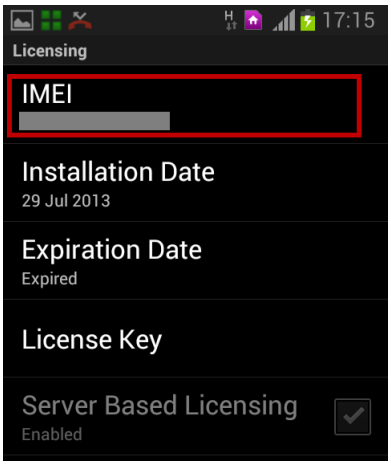


Figure 22: Licensing Menu

- After the FMC App has been downloaded and activated, open the NFON APP on your device by clicking on the NFON App icon to get to the Home Page.

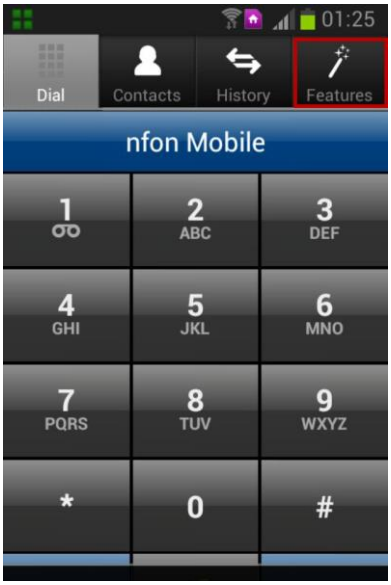


Figure 23: Home Page

- Select "**Features**" from the top right corner of the home page to get to the features screen.

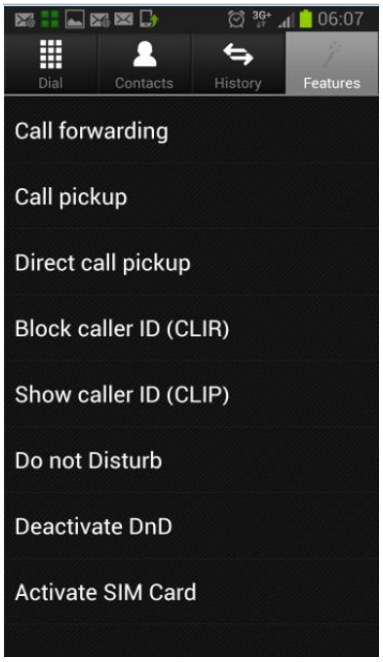


Figure 24: Features Screen

- A Registration Key is displayed at the top of your mobile device screen in form of four coloured squares as highlighted in the figure on the right.

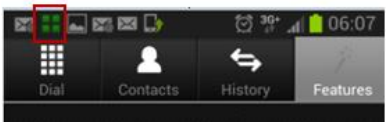


Figure 25: Registration Key

- The figure below lists the modes of this key based on connection status.

Registration Key	Connection Status
Green	VoIP registration successfully completed. Calls are routed via WLAN or 3G.
Blue	"Info Mode" Registration successfully completed. Calls are routed via GSM.
Yellow	Connecting to network. Registering...
Red	Registration failed. Unable to connect...
Grey	Offline – no WLAN. Data connection active /available.

Figure 26. Registration Status

- When the FMC App is activated touch the Menu button at the bottom left corner of the mobile device screen. **Settings** option appears at the bottom of the NFON Mobile App together with [**Settings** – **Connect** – **Exit**]. See below figure.

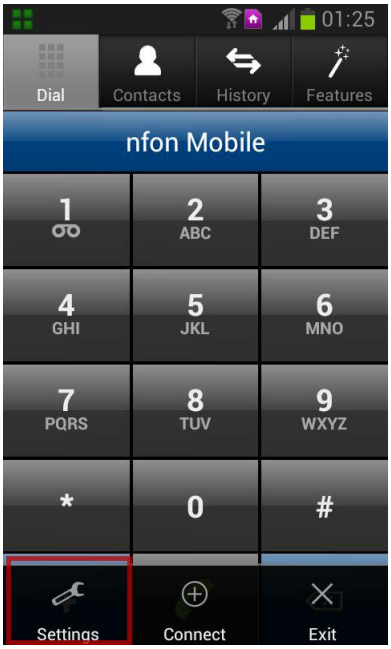


Figure 27. Network Settings Menu

- Press **Settings** to get to the Settings Screen. Select **Network Settings** option as shown in figure below.

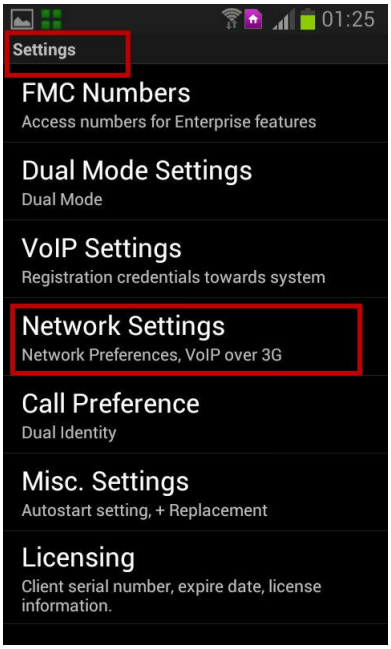


Figure 28. Network Settings Screen

- In the Network Preferences screen select **Dynamic Preference**. Once selected, please make sure that **VoIP over 3G** is ticked as shown below.

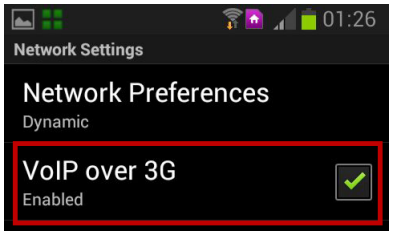


Figure 29: VoIP Settings Confirmation

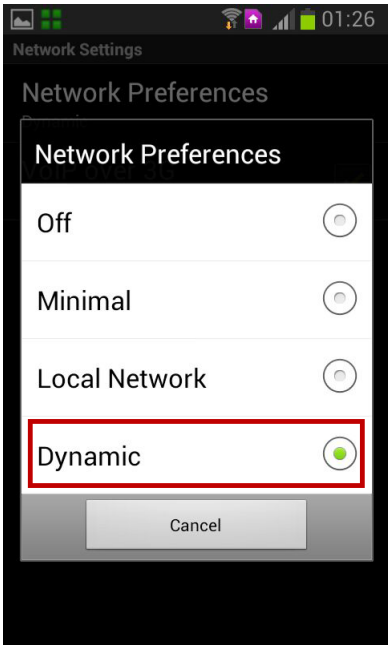


Figure 30. Network Preferences

Stage 3: FMC App Update

From time to time, NFON will upgrade the features in the FMC. To ensure you always have the latest FMC version please update your FMC App regularly. To do this, when the FMC App is activated touch the **Menu button** at the bottom left corner of the mobile device screen. **Settings** option appears at the bottom of the NFON Mobile App together with [**Settings** – **Connect** – **Exit**]. Press **Settings** to get to Settings Screen. Touch the Menu button at the bottom left corner of the mobile again. Press the **Feature File Download** and then once successful press **Download Configuration**. This will now update the FMC to the latest version.

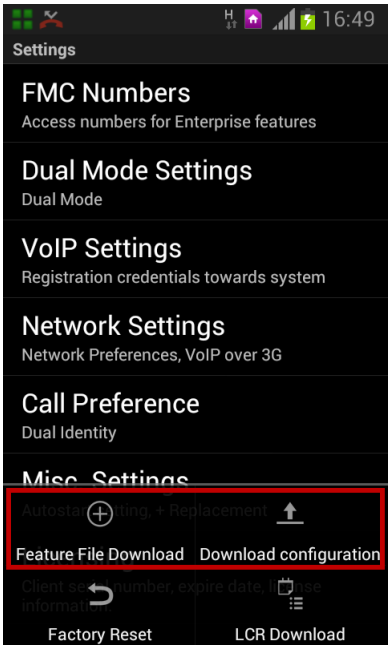


Figure 31. FMC App Update

Some new recent update to features:
By updating the services, you can now access more functions. For example, once you have activated the "**Do not Disturb (DnD)**" function, you can also deactivate this function again directly via the main menu with the "**Deactivate DnD**" function, thanks to the updating of the services.

Stage 4: Contact List

The default option on the FMC App is set to Personal Contacts.

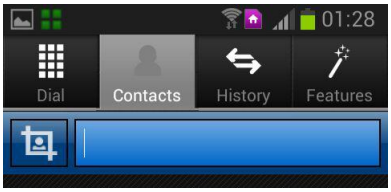


Figure 32. Contacts

To select the Corporate Contacts via your FMC App on your Android device open the FMC App and go to **Contacts tab** on the FMC client.

Type in the Contact Name. A small square window [ ] appears on the left side of the contact name. Press this window and you get an option to chose:

- All Contacts
- Contacts (Your mobile contacts)
- Corp. Contacts (Corporate contacts)

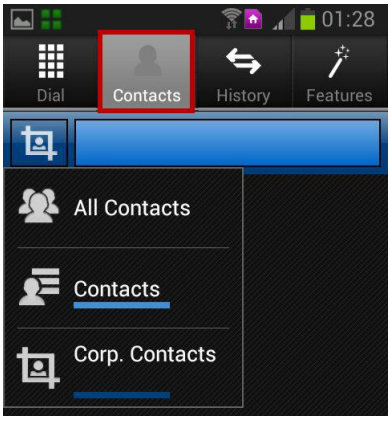


Figure 33. Contact Types

The figure to the right shows how to select the Corporate Contact Frank;

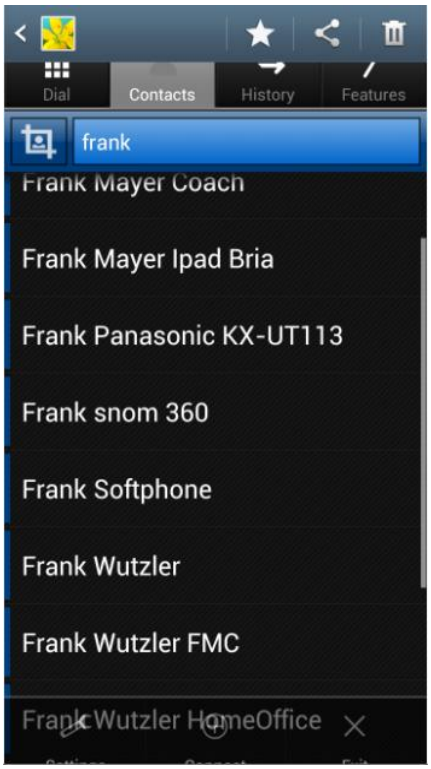


Figure 34. Contact Frank

3.5.3 Helpful Hints before downloading the FMC

General Information on FMC

Please visit the NFON Resource Centre; http://myNFON.com/en/manuals/fmc/
This link will provide a detailed guide on how to download and install the NFON Mobile App on your Android or iPhone device. In all cases the first step is to download the App from your device's App store...and then send the UDID number (for iPhone) or the IMEI number for other devices to fmc@nconnect.com. When received, this will be entered into the nconnect Service Portal for activation of the FMC service.

The below link will take you directly into the Android Instructions page:
http://www.myNFON.com/en/manuals/fmc/android/fmc-android-manual/b-installation-instructions/2-brief-instructions/

The below link will take you directly into the iPhone Instructions page:
http://www.myNFON.com/en/manuals/fmc/iphone/fmc-iphone-manual/b-installation-instructions/2-brief-instructions//

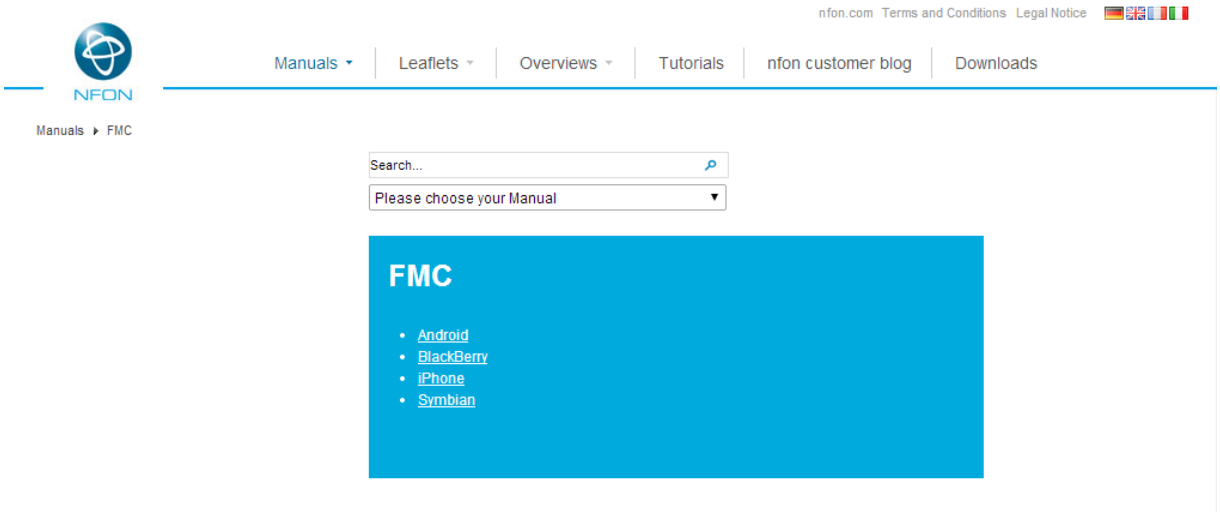


Figure 35: iPhone Instructions Page

3.6 Typical Customer Configuration

In a typical scenario, a number of different configuration parameters are used in the Portal to enable true operational use of the customer service.

The following diagram shows use of some services - **TIME CONTROL** and **QUEUES** selected using [**Targets**] and then remainder of the configuration done by using the EXTN Parameters such as CALL FORWARD, VOICE MAIL.

In this typical configuration, the customer wishes to operate his business during working hours of Mon-Fri 08:30 – 6:30. During these hours, the calls are routed to a [Queue], whose members are Extn1-8. Outside of the working hours, the incoming call is forwarded to Extn10, where the user Voice Mail is configured to take messages and forward the messages directly to customers email; name@companyabc.com.

The below Flow Diagram subsection on left shows generic call flow, which an IT manager would plan before actual configuration. The subsection on the right is the actual configuration implemented in the Service Portal.

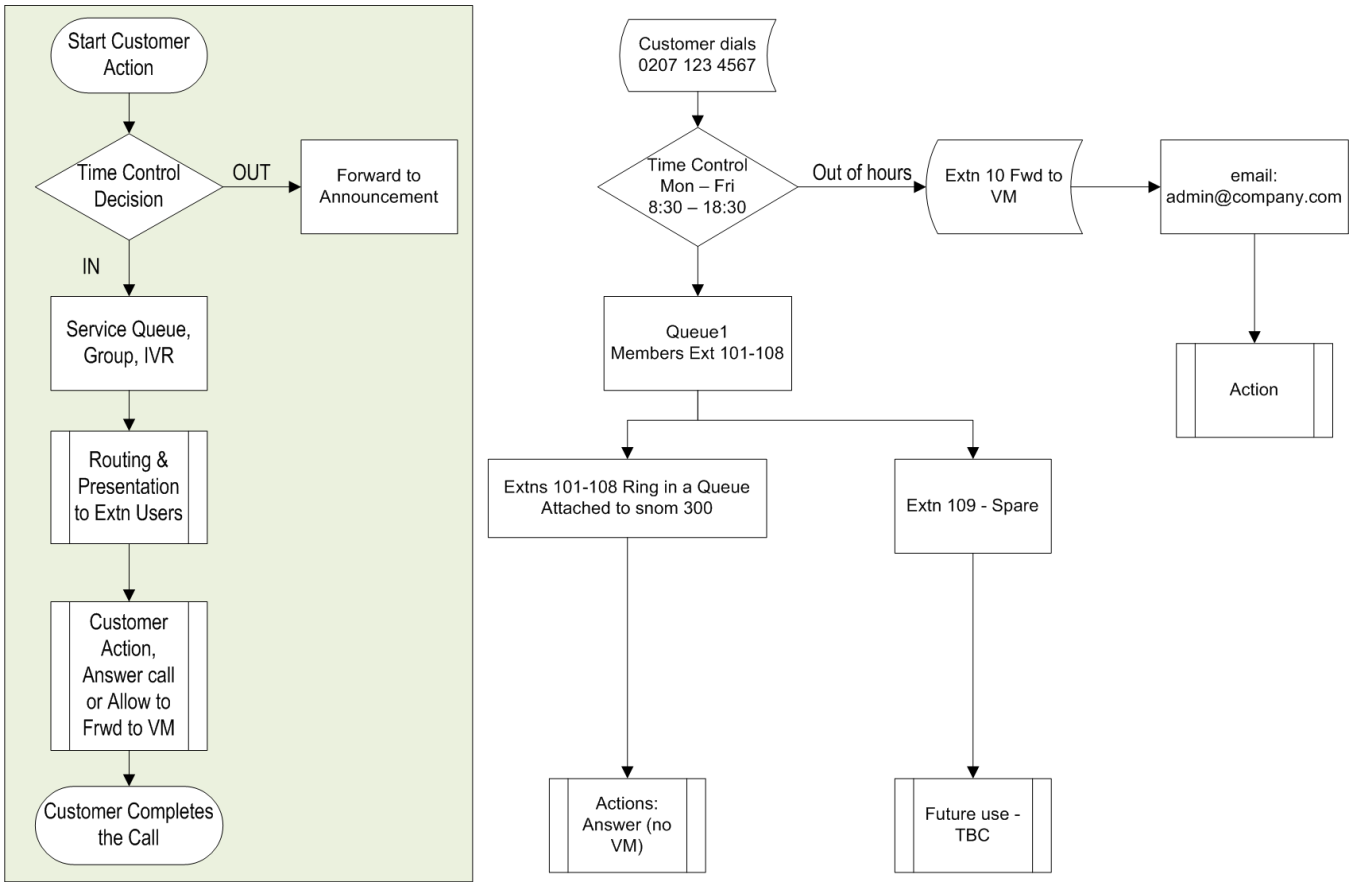

Start Customer Action
Time Control Decision
OUT
Forward to Announcement
IN
Service Queue, Group, IVR
Routing & Presentation to Extn Users
Customer Action, Answer call or Allow to Frwd to VM
Customer Completes the Call
Customer dials 0207 123 4567
Time Control Mon – Fri 8:30 – 18:30
Out of hours
Extn 10 Fwd to VM
email: admin@company.com
Action
Queue1 Members Ext 101-108
Extns 101-108 Ring in a Queue Attached to snom 300
Extn 109 - Spare
Actions: Answer (no VM)
Future use - TBC

Figure 36: Generic Call Flow

3.7 nControl Portal

The **nControl** portal allows individual extension users to manage their extension features by themselves, without having to ask the IT Manager or other Admin groups who would normally look after the overall telephone system. The **nControl** Portal is available via the Internet at the following link:

https://nControl.NFON.net/.

To access the nControl.net portal you will need the account number; ID = **KAXXX** followed **EXTN number**, followed by Password (this is the **Voicemail PIN** of your extn). From this portal the user can change his Forward numbers, do Call Diverts, send Fax, see list of callers (call history) and many other user functions.

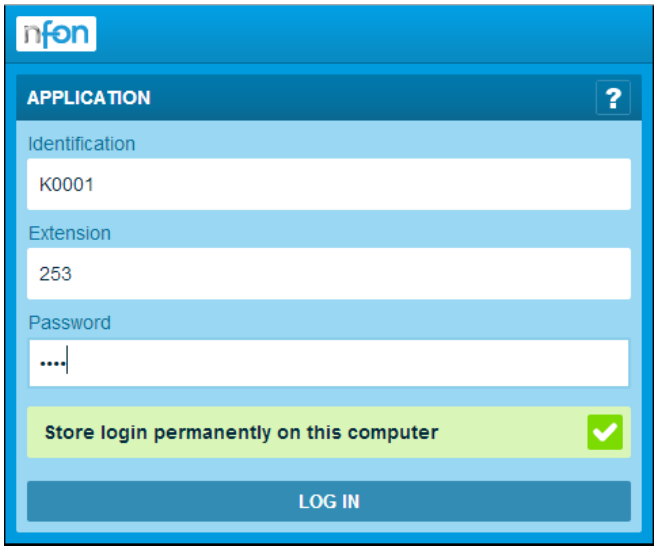


Figure 37: nControl Portal

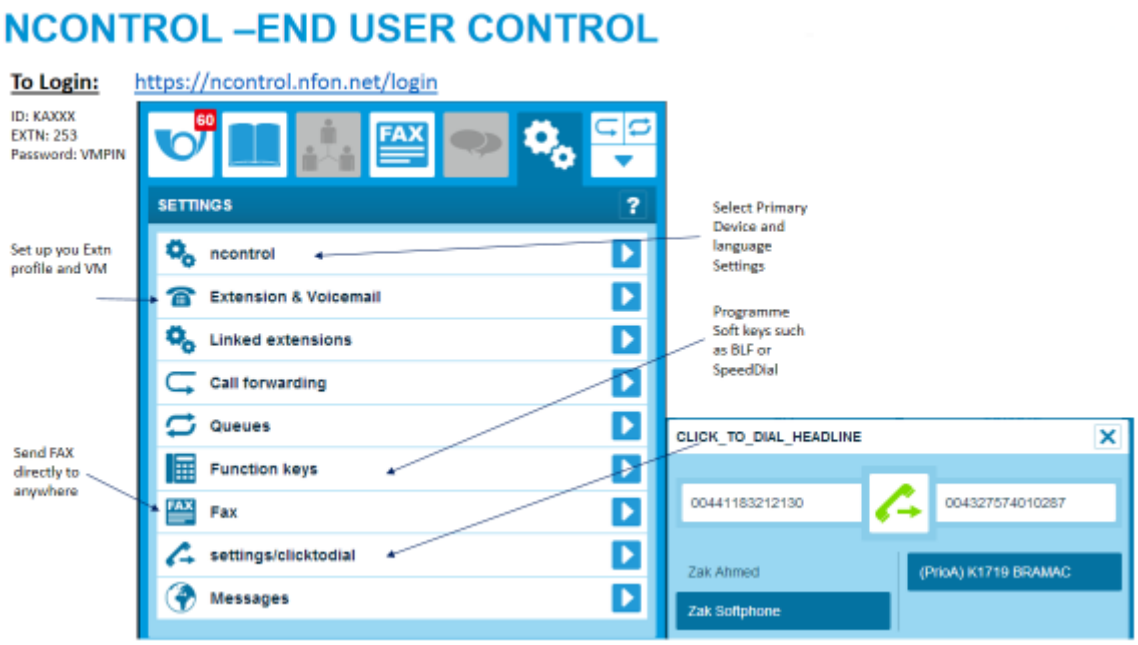


Figure 38: nControl – End User Control

3.7.1 efax

The nControl portal above is not just a user friendly portal accessed direct by end users to manage their individual extension, but also has the capability to allow users to setup and send efax messages directly from this panel.

Once an efax is configured in the Service Portal, the process is the same as Adding a new extension under [Targets], then the user would add this e-fax in the nControl Panel. Once configured the end user can easily select the Fax Option and send a fax very quickly to any number;

Figure 39: nControl Panel – eFax

3.8 my.nconnect Portal

The **mynconnect Customer Portal** is available via the Internet at the following link: https://my.nconnect.com/

It allows nconnect customers to retrieve CDRs, in 3 different formats;

- Call records in Excel
- Call records in .csv format
- Call records in .pdf

In addition, the customers can access their invoices, commission statements and also retrieve list of active devices registered against their account for billing purposes.

To access the myNFON.net portal you will need the account number; ID = **KAXXX** followed by the **Password**. Normally this will be accessed by the customer himself.

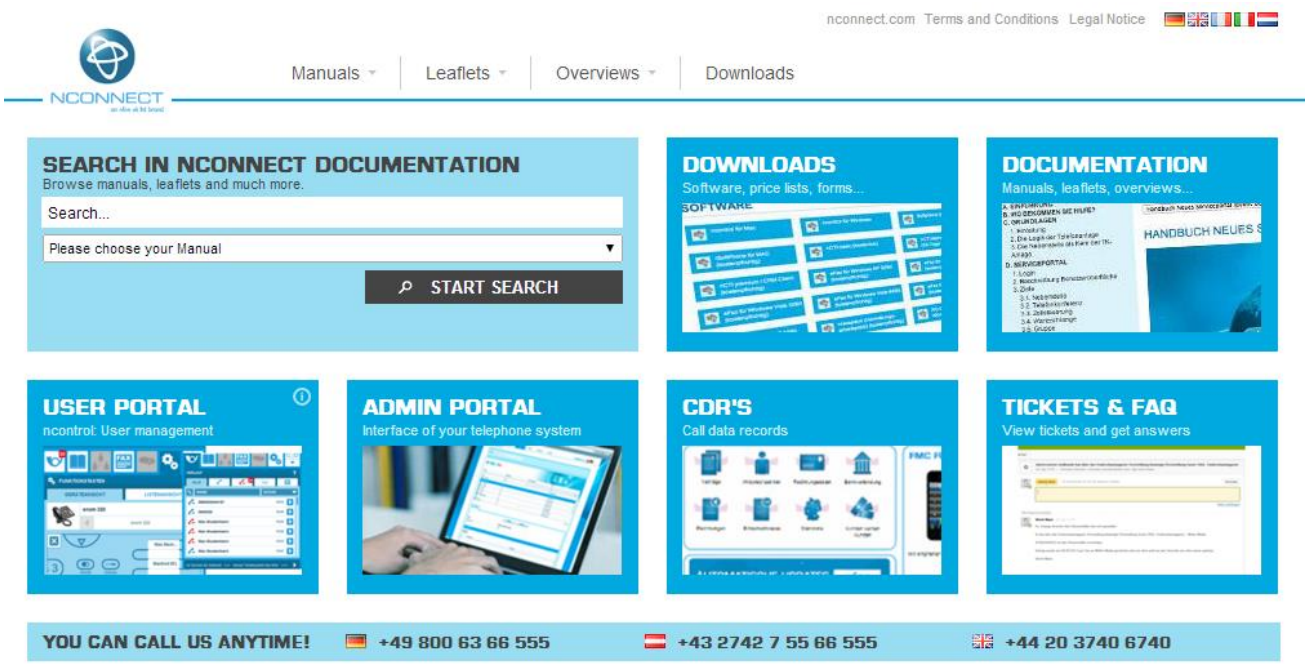
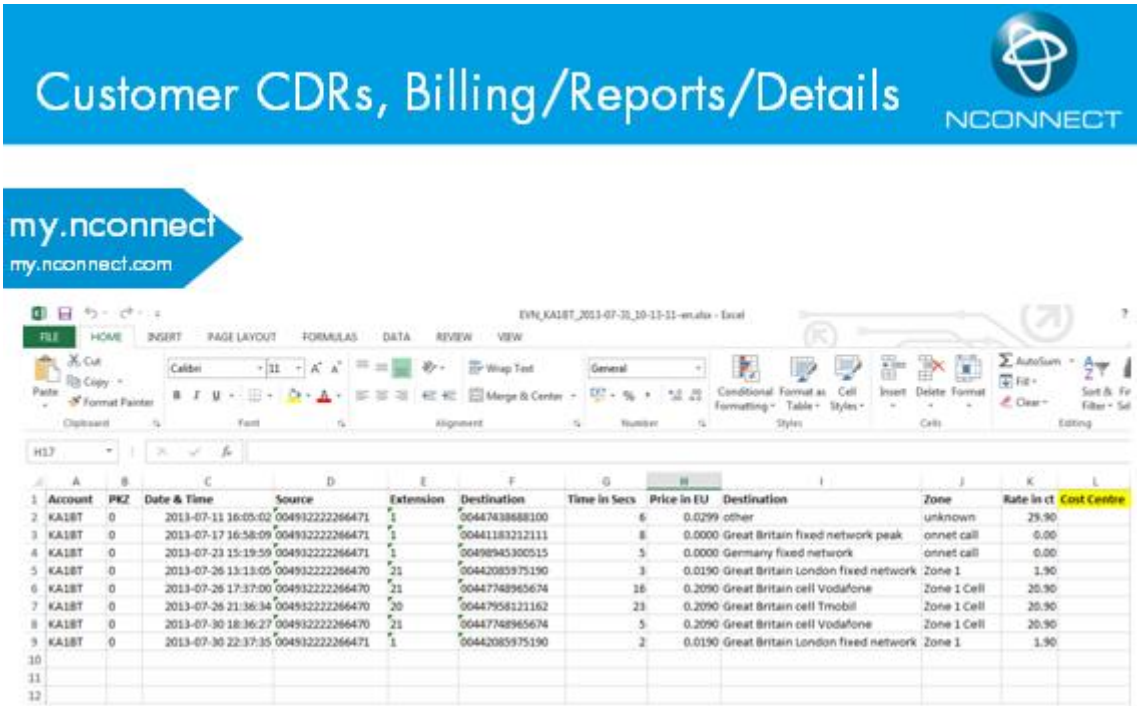


Figure 40: my.nconnect Portal Login Screen

The CDR record below is accessed via the above Portal and is available in Excel, .csv and .pdf formats.



Account	PKZ	Date & Time	Source	Extension	Destination	Time in Secs	Price in EU	Destination	Zone	Rate in ct	Cost Centre
KA1BT	0	2013-07-11 16:05:02	004932222266471	1	00447438688100	6	0.0299	other	unknown	29.90	
KA1BT	0	2013-07-17 16:58:09	004932222266471	1	00441183212111	8	0.0000	Great Britain fixed network peak	onnet call	0.00	
KA1BT	0	2013-07-23 15:19:59	004932222266471	1	00498945300515	5	0.0000	Germany fixed network	onnet call	0.00	
KA1BT	0	2013-07-26 13:13:05	004932222266470	21	00442085975190	3	0.0190	Great Britain London fixed network	Zone 1	1.90	
KA1BT	0	2013-07-26 17:37:00	004932222266470	21	00447748965674	16	0.2090	Great Britain cell Vodafone	Zone 1 Cell	20.90	
KA1BT	0	2013-07-26 21:36:34	004932222266470	20	00447958121162	23	0.2090	Great Britain cell Tmobil	Zone 1 Cell	20.90	
KA1BT	0	2013-07-30 18:36:27	004932222266470	21	00447748965674	5	0.2090	Great Britain cell Vodafone	Zone 1 Cell	20.90	
KA1BT	0	2013-07-30 22:37:35	004932222266471	1	00442085975190	2	0.0190	Great Britain London fixed network	Zone 1	1.90	

Figure 41: CDR Record

3.9 Technical Support Portal

The Technical Support Portal is provided to the IT Manager/Admin contact who want manage their own customer 2 line support queries; the portal URL: http://nsc.NFON.net

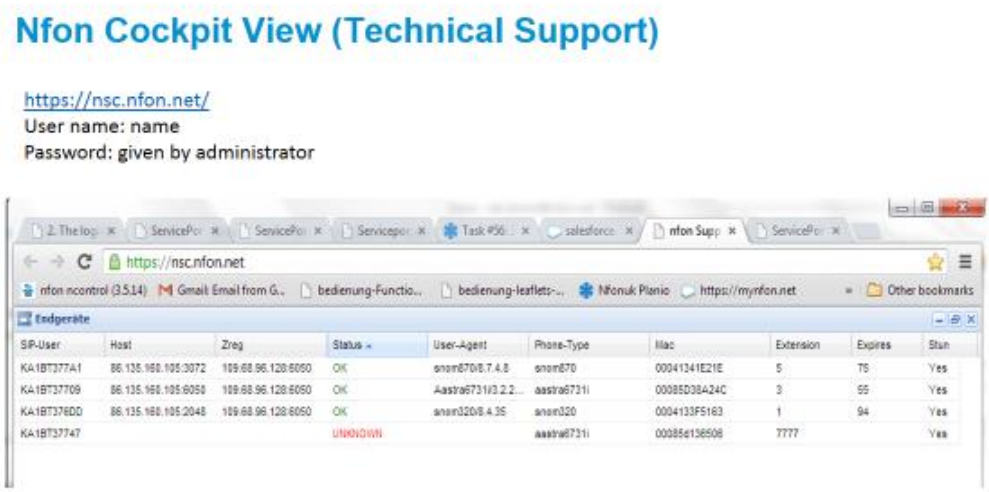


Figure 42: NFON Cockpit View – Technical Support Portal

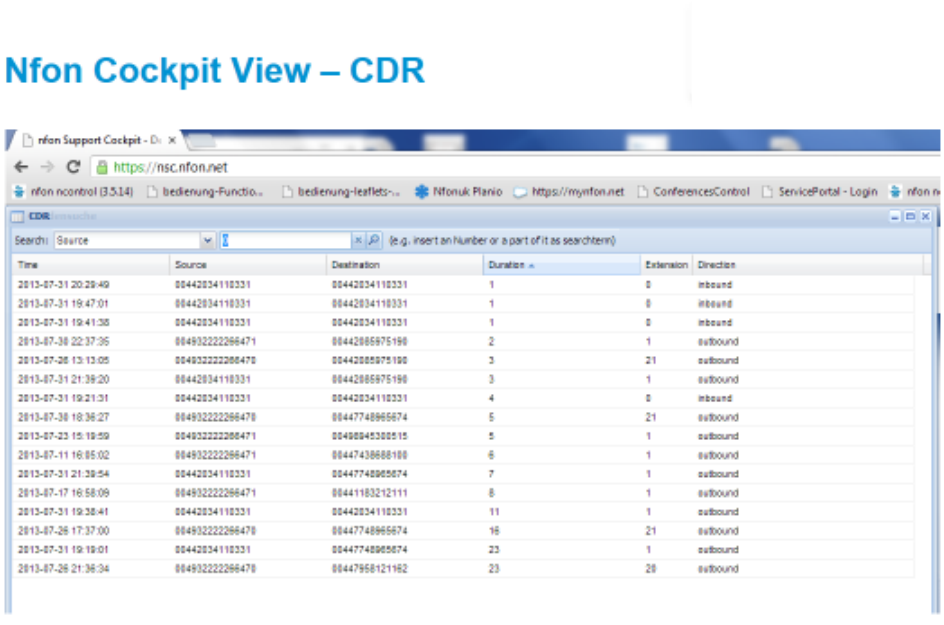


Figure 43: NFON Cockpit View – CDR

3.10 NFON Information Portal

This is the **main resources portal** (information, manuals, user guides).

For example, full product manuals for **snom phones** can be viewed at the following URL;
http://www.myNFON.com/en/manuals/desktop-phones/snom/
No password is required.

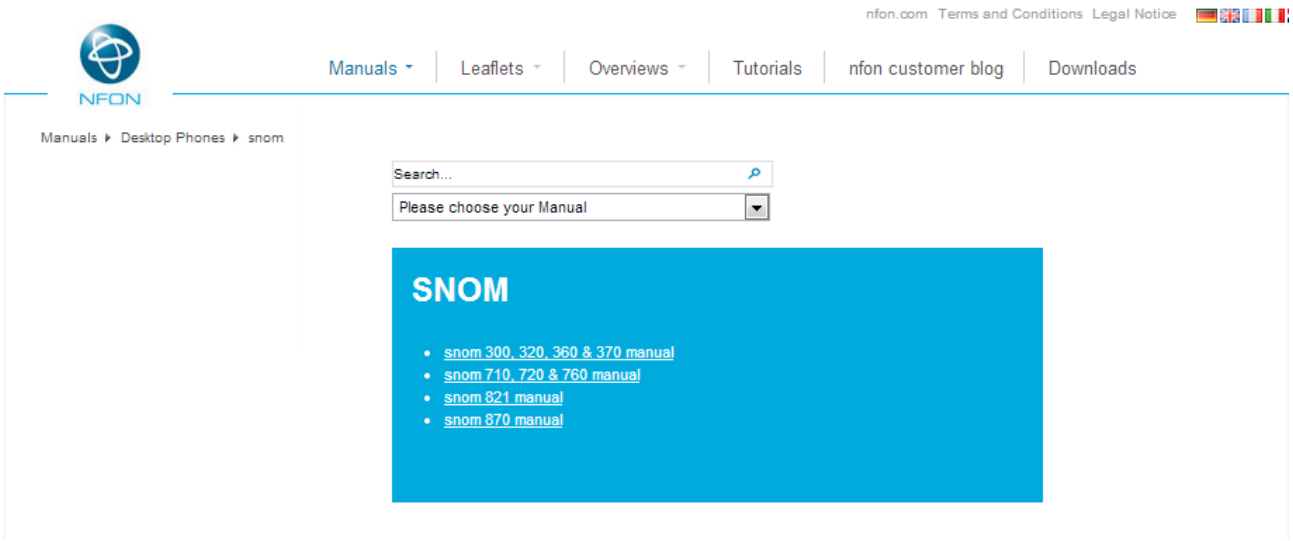


Figure 44: Information Portal Screenshot A

For example, full product manuals for the **FMC app** can be viewed at the following URL;
http://www.myNFON.com/en/manuals/fmc/android/

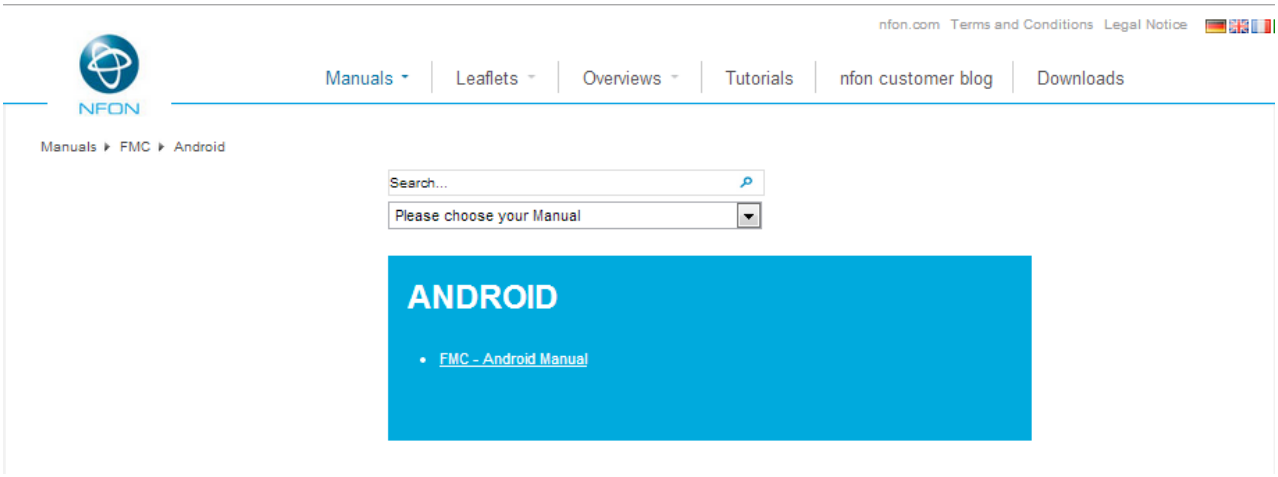


Figure 45: Information Portal Screenshot B

For example, a guide to **Plug & Play Network settings** can be viewed at the following URL;

http://www.myNFON.com/en/leaflets/leaflet-plug-play/a-general-information/

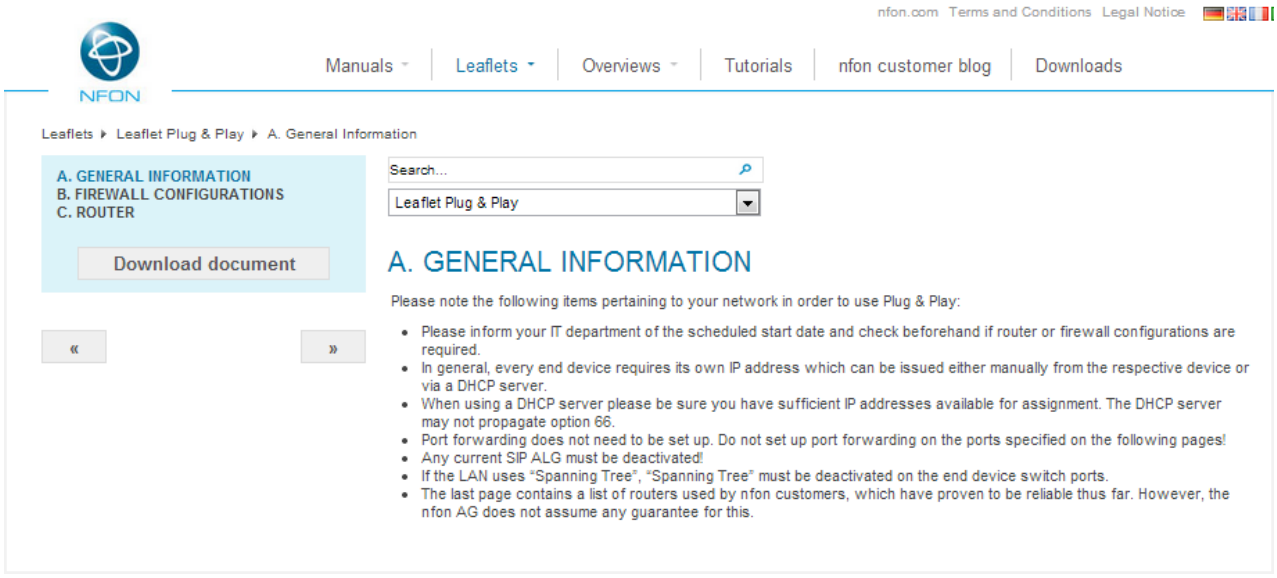

nfon.com Terms and Conditions Legal Notice
NFON
Manuals
Leaflets
Overviews
Tutorials
nfon customer blog
Downloads
Leaflets ▸ Leaflet Plug & Play ▸ A. General Information
A. GENERAL INFORMATION
B. FIREWALL CONFIGURATIONS
C. ROUTER
Download document
Search...
Leaflet Plug & Play
A. GENERAL INFORMATION
Please note the following items pertaining to your network in order to use Plug & Play:
Please inform your IT department of the scheduled start date and check beforehand if router or firewall configurations are required.
In general, every end device requires its own IP address which can be issued either manually from the respective device or via a DHCP server.
When using a DHCP server please be sure you have sufficient IP addresses available for assignment. The DHCP server may not propagate option 66.
Port forwarding does not need to be set up. Do not set up port forwarding on the ports specified on the following pages!
Any current SIP ALG must be deactivated!
If the LAN uses "Spanning Tree", "Spanning Tree" must be deactivated on the end device switch ports.
The last page contains a list of routers used by nfon customers, which have proven to be reliable thus far. However, the nfon AG does not assume any guarantee for this.

Figure 46: Information Portal Screenshot C

4 Ordering Process

Prior to placing and processing customer orders, it is important that the customer provides as much information as possible on the their requirements, their existing networks and other services. This information will determine if the solution being provided by nconnect can meet customer requirements. Please see **Appendix E** –Information Capture and Plug & Play Network Requirements for the nconnect solution to be implemented.

The diagram below shows the keys steps in the ordering process;

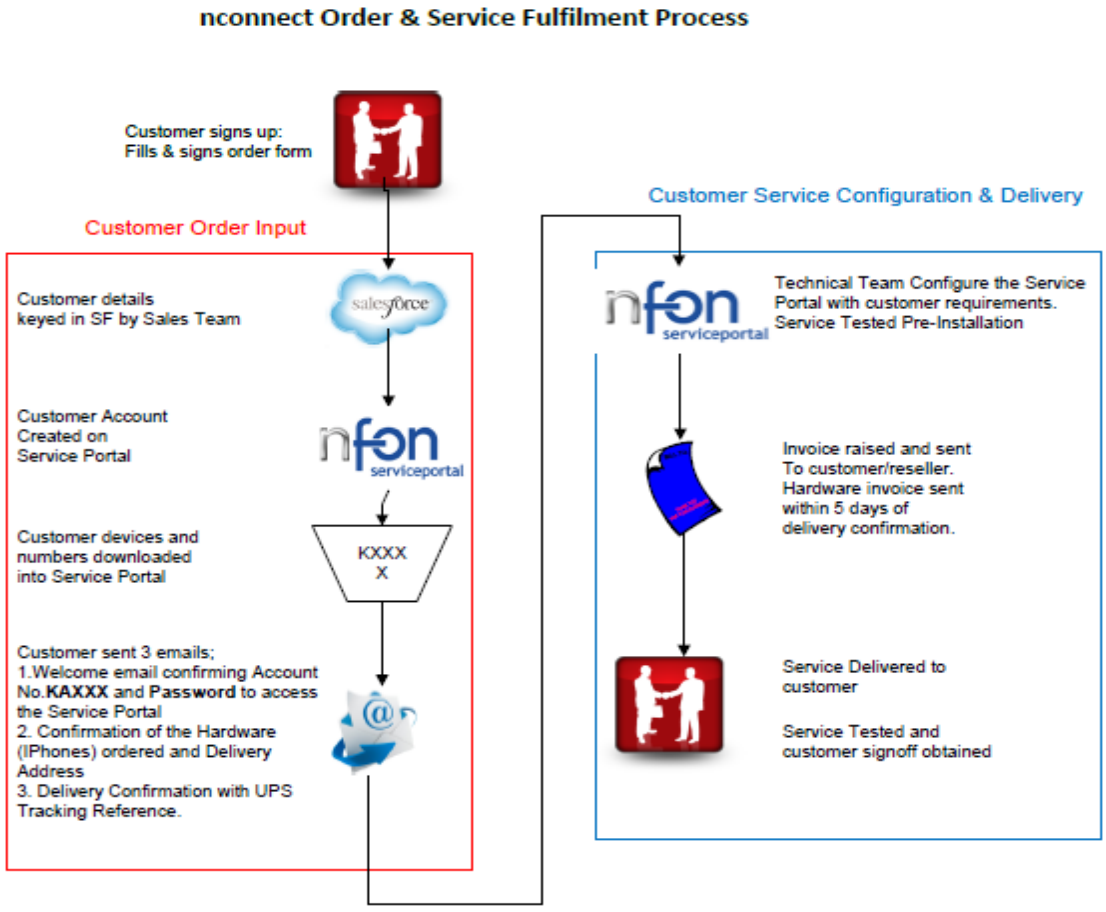


Figure 47: nconnect Order & Service Fulfilment Process

Listed below are the main requirements and processes to be followed;

4.1 Order Requirement

The information provided by the Customer will be used by the nconnect Sales Team to create quotes and orders on Sales Force. For formal customer signup, the Customer must obtain/provide a completed and signed Order Form and if relevant the Porting information (**See Appendix D).**

All the information provided is needed to process the order efficiently.

- The nconnect account manager will ensure that customer is informed about the nconnect cloud technology, its benefits and features.
- The account manager will:
    - Generate a quote for the customer either directly from their own systems or request nconnect Sales Team to issue it on their behalf
    - Obtain signed Order Form from customer
    - Pass the signed Order Form to nconnect Sales Team to process.

4.2 Order Processing and Implementation

- The information captured by the nconnect account manager will be entered into Sales Force and an Account is generated. This will be passed to the nconnect technical/project delivery team to ensure that solution can be delivered to the full satisfaction of the customer.
- Using the Customer Config Capture Form (**Appendix B**)/completed by customer, the Technical team will build the solution config on the Service Portal. It is therefore important that all the information in the order form and the Config template is accurate.
- The technical team will order DDI numbers as per Order Form and or Port the existing numbers as required. For Porting to be carried out quickly and efficiently, the following information is required;
    - Copy of the existing bill from current line/number supplier
    - Full number details (single, multiline or DDI Range)
    - The name of current service supplier
    - The account number with current supplier
    - Date of migration from previous supplier to nconnect*
    - Time of changeover*

    Please Note: * nconnect cannot guarantee a fixed date and time until the Porting Application is processed and accepted by the current number provider and nconnect's number supplier. Only after a confirmation (this may take up to 5 days to receive after the Porting application), can nconnect commit to a date of the changeover and changeover time window usually 9-12 am on the day of the changeover.

- Once the order is completed the customer will receive the devices usually within 2 working days of order confirmation.

- The customer or nconnect will install the devices on site （see **Section5** for the Installation Process）

Customer Order & Fulfilment Process - Roles & Responsibilities

This process ensures that customers receive the best possible service from nconnect and that quotes and orders are processed according to agreed SLAs. Process also ensures that interface between nconnect account manager and nconnect Sales and Technical Dept. are managed in an efficient manner.

Overview of the Process is shown below:

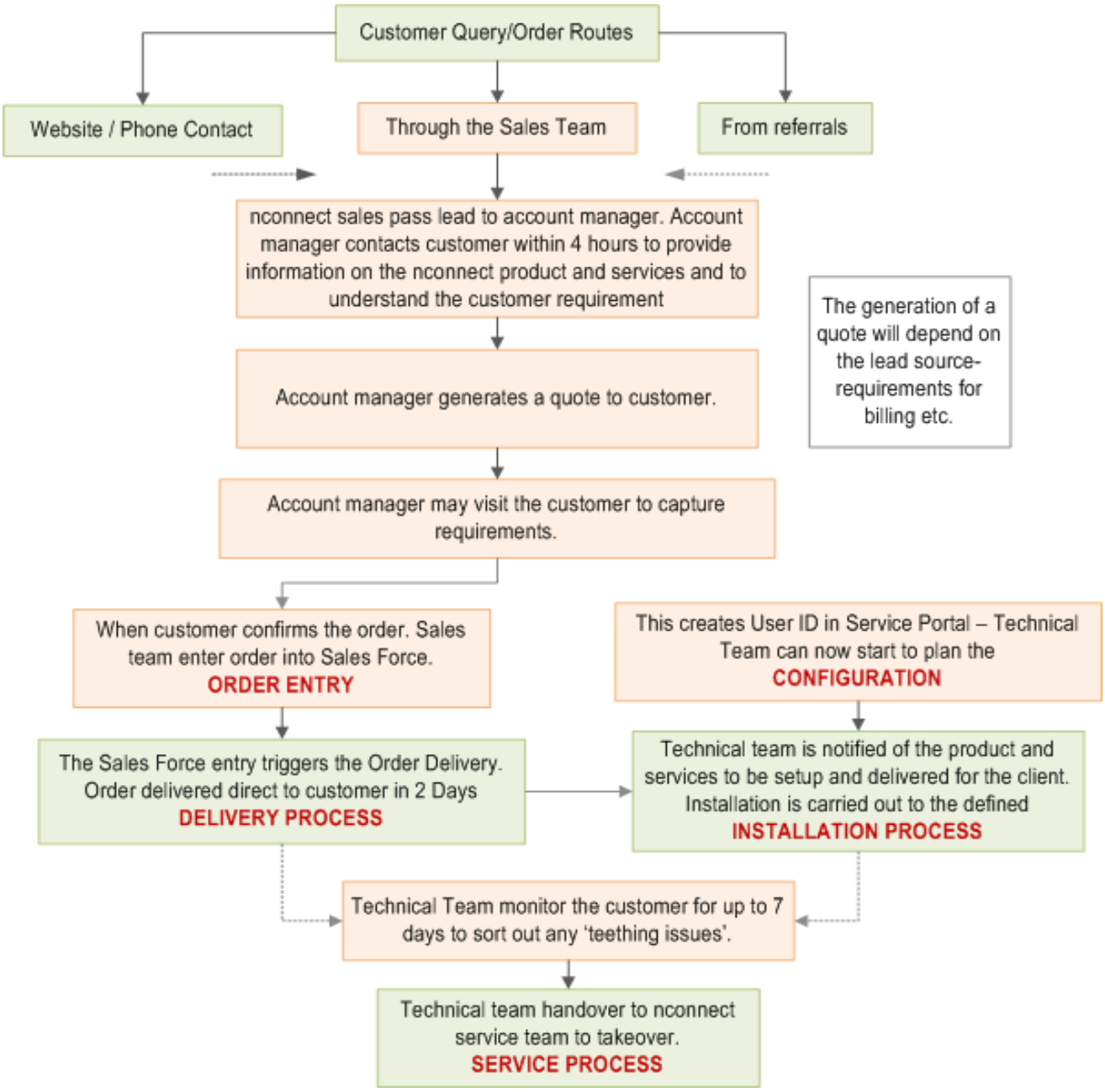

Customer Query/Order Routes
Website / Phone Contact
Through the Sales Team
From referrals
nconnect sales pass lead to account manager. Account manager contacts customer within 4 hours to provide information on the nconnect product and services and to understand the customer requirement
The generation of a quote will depend on the lead source-requirements for billing etc.
Account manager generates a quote to customer.
Account manager may visit the customer to capture requirements.
When customer confirms the order. Sales team enter order into Sales Force.
ORDER ENTRY
This creates User ID in Service Portal – Technical Team can now start to plan the
CONFIGURATION
The Sales Force entry triggers the Order Delivery. Order delivered direct to customer in 2 Days
DELIVERY PROCESS
Technical team is notified of the product and services to be setup and delivered for the client. Installation is carried out to the defined
INSTALLATION PROCESS
Technical Team monitor the customer for up to 7 days to sort out any 'teething issues'.
Technical team handover to nconnect service team to takeover.
SERVICE PROCESS

Figure 48: Customer Order and Fulfilment Process– Roles & Responsibilities

5 Installation Process

This section describes the Installation and Service Provisioning process that should be followed by nconnect or customer during onsite deployment of the nconnect solution.

5.1 Network readiness:

Prior to any installation, it is important to ensure that the LAN infrastructure is ready to add VoIP. Use below steps (A to D) as a guide to network readiness for deploying the nconnect solution;

STEP A

Successfully deploying the nconnect cloud telephone system is relatively easy and doesn't require any special infrastructure other than that would normally be used for a high quality well planned and engineered LAN network with reliable and sufficiently resourced Broadband Internet connection. However, there are several factors that need to be carefully considered to ensure a good quality VoIP network.

STEP B

Identify the business requirements first;

- How will the IP telephony system be used?
- What is the frequency and quantity of calls over the network?
- How many sites will be supported?
- How much Broadband Internet bandwidth is required for Voice and for Data?
- Internet access resilience?

The most important part of any installation is gathering up-to-date and multi-departmental information about how the business uses telephony, before the installation takes place. The nconnect technical **'Planning Pack'** helps to guide customers on gathering the relevant information required to efficiently install and provision the nconnect solution.

- It is essential to involve the right teams when planning an Enterprise VoIP deployment. When deploying VoIP, it is important to involve the network and security teams for both voice and data to ensure a reliable and secure deployment.
- Quality of Service (QoS) techniques should be implemented to prioritise voice traffic over data on the LAN and WAN where possible. Furthermore, network switch configuration options can be used to keep voice data logically separate from normal LAN data. This can be achieved by configuring separate Virtual LANs (VLANs) for VoIP and data, and by ensuring that VoIP and data devices are connected to switch ports that are configured to use the appropriate VLAN.

- The WAN and the LAN Network must be up to standard suitable to carry VoIP traffic. Networks carrying VoIP sessions must be able to guarantee acceptable levels of latency, packet loss and jitter. It is essential that the WAN links (i.e. Internet connection) have sufficient capacity reserved for the real-time VoIP traffic (100Kbps symmetrical bandwidth per call).

To ensure an optimal IP telephony experience, nconnect recommends that customers undergo a thorough assessment of their networks, which will ensure high standards of usability and manageability of the nconnect solution.

STEP C

The items listed below would normally be required and should be planned prior to proceeding with the installation;

- The nconnect auto-configurable supported IP Phones ; snom, Aastra, Siemens & Panasonic, Polycom (Conference phones). This will allow easy configuration of the devices directly from the nconnect Provisioning Portal.
- If using other IP Phones that are not supported for auto provision by nconnect, then ensure appropriate access to the Web Interface of the IP Phones with appropriate user ID and passwords for manual provisioning of the devices.
- Structured Data Cabling to minimum Cat5e standard should be in place prior to installation of the IP Phones.
- Power-over Ethernet (PoE) Switch (IEEE 802.3af standard) with VLAN/QoS (IEEE 802.1p) capability. PoE capability allows easy and flexible deployment of IP Phones as additional power sockets are not required. Where PoE Switch is not provisioned, then a suitable power socket is required close to the IP device.
- Internet connection with sufficient bandwidth to support the quantity of concurrent calls to be supported (e.g. nconnect solution supports only high quality CODECs - G.711 and G.722 and therefore min 100Kbps bandwidth is need per call – symmetrical bandwidth).
- Patch Panel (depending on size of installation).
- One 10/100base-T or 1000Bset-T (Gigabit) Port on each LAN will be available at each location for each nconnect IP device.
- Customer will ensure that the network settings shown in the attached document – 'Network Settings' are configured on the WAN Routers/Firewalls prior to connection of the nconnect IP Phones. This will allow the nconnect IP Phones to successfully auto-provision and enable voice communications on the LAN network. Ensure Routers are set to provide DHCP with sufficient private addresses. The nconnect IP devices (IP Phones and ATA) are pre-set for DHCP to obtain their auto-configuration files.
- To improve voice quality, use QoS to prioritise voice traffic over data. Furthermore, traffic

separation could be used which also enhances the security whereby voice and data traffic run in separate VLANs.

- For existing LANs without prior VoIP devices, it is essential to carry out LAN Performance Testing to ensure it meets the latency and jitter and packet loss requirements of VoIP. nconnect's channel partners can carry out this service to ensure the LAN meets the required standard for VoIP implementation.
- For new Greenfield sites, provided the LAN components (Data Cabling, RJ45 Sockets and Leads, LAN Switches etc) have been professionally installed, LAN Performance Testing is automatically carried out by the contractor and results of testing showing the latency, jitter and packet loss are available.

STEP D

Whether replacing an old PBX telephone system or moving to a new site, nconnect can support customers with an initial site survey and provide a high-level report on current state of network which includes what additional cabling, LAN Switches etc may be required. With the larger projects nconnect can allocate Project Managers who can also work alongside client project management resource.

Service Migration to nconnect

For existing installations, nconnect will aim to ensure smooth transfer from current telephone system to the nconnect solution. To achieve this, nconnect will provide parallel running numbers so that customers can changeover seamlessly to the nconnect solution, whilst their existing number is being ported to nconnect.

This will be facilitated by provisioning temporary numbers in the nconnect portal and allowing incoming calls to be forwarded to the these temporary numbers so users can use the nconnect handsets straight away. The outgoing CLI will be configured to show the existing number of the customer. Once the number porting process has been completed, then call forwarding and temporary parallel numbers are removed.

For cases where numbers are not being ported to nconnect (customer is based in countries where porting is not possible/available), nconnect can provide site to site (on-net) calling FREE of any call charges and use Media gateways to handle external calls (off-net) via local PSTN lines.

During the migration phase our support teams working together with our channel partner will ensure the service is closely monitored and any issues addressed immediately.

Once satisfied that the network is ready to deploy the nconnect solution, please follow the main requirements and process as shown in the following sections;

5.2 How is the installation planned?

- nconnect technical team will need to liaise with the technical contact of customer to obtain the customer existing network diagram and deployment (to determine best implementation).
- Pre-installation Survey - ensure that the solution being sold can be supplied to the customer in a quality controlled manner. At this stage issues need to be identified and dealt with before proceeding with the install;
  - Type and suitability of the Internet Access
  - Ethernet Switch requirement
  - Cabling Type and availability at point of connection (Cat5E or better).
  - Power sockets for IP Phones where PoE Switch is not being used.
- Customer Configuration Capture Form (See Appendix B). Numbers, Extn Range, IPhones& Service Settings (IVR, TIME, VOICE MAIL etc.)
- Network Diagrams of installation
  - Prepare a network diagram of the installation, showing all key parameters, such as Internet Connection type, Ethernet Switch, IP address and extension range. See Appendix B.
- Configuration of the nconnect Service Portal
  - IP Phones configured in Service Portal before going to site
  - Numbers tested in Services Portal
  - Any configured Services (Time Control, Queues, Groups), tested before going to site

5.3 Enhanced Technical Support

Should the customer require a complex configuration, which is beyond a normal install, nconnect is able to provide this (pricing will need to be discussed with the Channel Sales Team).

5.3.1 The process for Technical Support is as follows;

- The Sales team will liaise with the customer and agree extra support to ensure resource can be allocated.
- Agree contract rate and scope of work.
- This requirement is discussed with Technical team and a time is agreed when the customer and tech support can arrange a session, either via On-Line, or Conference Call or Onsite.
- After Technical Support the results are documented.

5.4 Installation Processes:

- The nconnect service engineer or customer will install the nconnect solution and connect to the customer's provided Internet Access.
- Attend customer site on scheduled/appointed day and carry out installation to high quality standards.
- Install equipment following best industry practice;

    - Ensure that installation is carried out safely.
- Ensure customer contact is present at time of installation.
- Complete and Update Configuration template with 'LIVE' setup on the day of the install (See **Appendix B**)

5.5 Post Installation Testing and Handover to Customer

- Use Test Documentation (Appendix A) to ensure all necessary tests are performed to the highest standards, checking all essential functions and features are working correctly. Test Process to verify all extension and basic features are working (See **Appendix A**).
    - Test calls and make O/G and I/C calls.
    - Test the voice mail to e mail feature.
    - Test the DDI number
    - Test IVR operation and Auto Attendant Message.
    - Check CDR
- Provide basic user training on how to make I/C and O/G calls, dial 9 for outside lines, how to access voicemail and record a message, call transfer.
- Obtain customer signature on Acceptance Form to ensure customer is satisfied before the engineer leaves the site.

5.6 Handover to nconnect Service Desk

- Following successful deployment, the solution can now be handed over to nconnect service desk
- Send the Completed documents as listed in Appendix B to the nconnect service desk via email; service@nconnect.com

5.6.1 Testing & Solution Acceptance

Following installation the nconnect engineer must complete a Test Sheet, Install Completion and Acceptance Forms (**Appendix A**)

5.6.2 User Training onsite post install

On site: Post install customer must be given basic user training of key features such as Call Transfer, Voice Mail, Codes for dialling nationally and internationally (e.g. dial 9 to get outside line).

5.6.3 Configurations

Planning Pack- This will detail customer requirements such as Extension Range, IVR Script, Ring group, Network Diagram and other necessary documents to fully record all aspects of the Install. Use Templates as per **Appendix B** – nconnect Planning Guide/Pack

5.6.4 Service Management

All service management is done via the nconnect service desk. Where the customer has a large extension base and requires a Service Manager, then this must be part of the customer service plan provided by nconnect.

5.6.5 Customer Installation Process

The technical team must complete the entire installation process within **14 working days** from signed order confirmation from the sales team to final post installation documentation.

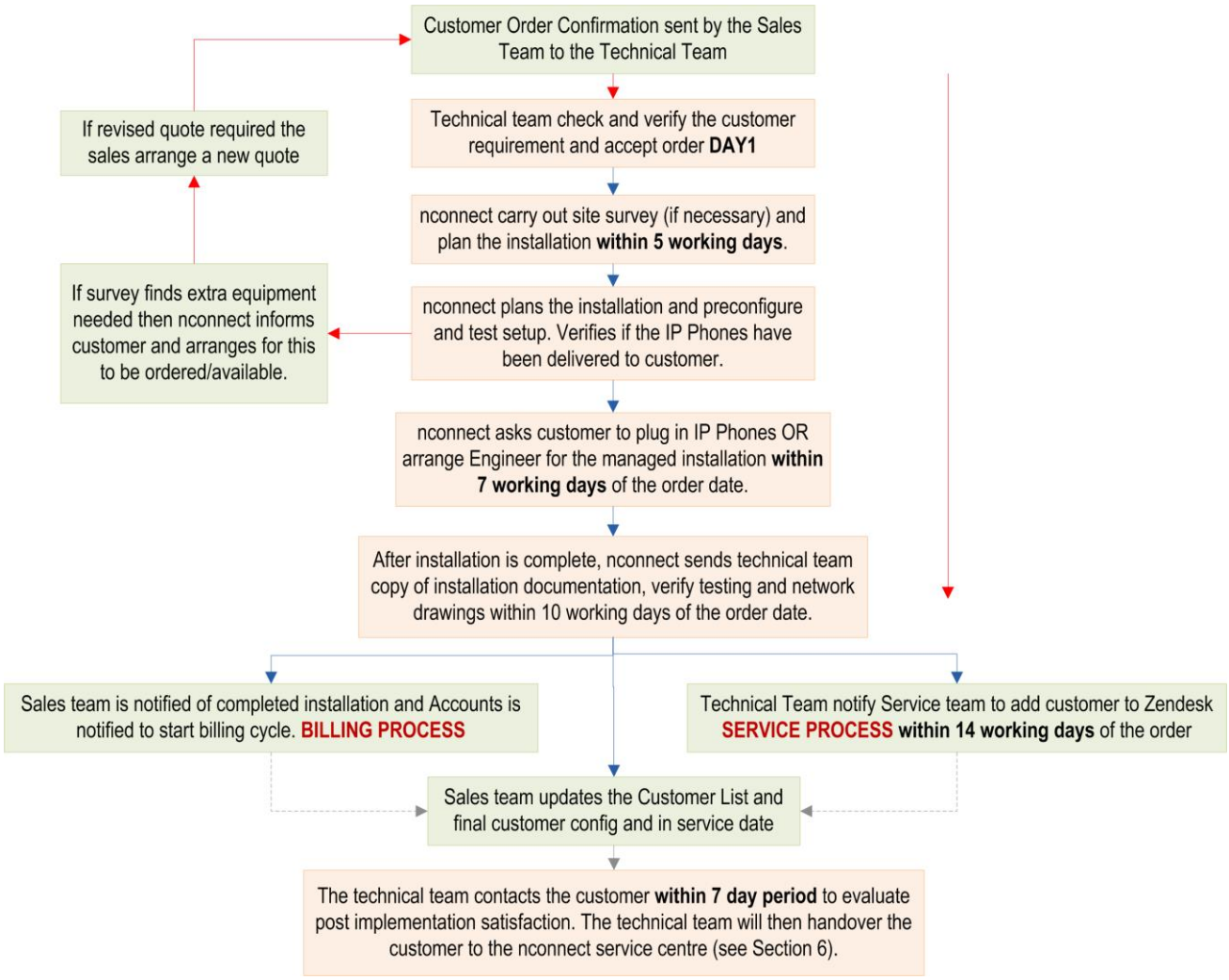

Customer Order Confirmation sent by the Sales Team to the Technical Team
Technical team check and verify the customer requirement and accept order DAY1
nconnect carry out site survey (if necessary) and plan the installation within 5 working days.
nconnect plans the installation and preconfigure and test setup. Verifies if the IP Phones have been delivered to customer.
If survey finds extra equipment needed then nconnect informs customer and arranges for this to be ordered/available.
If revised quote required the sales arrange a new quote
nconnect asks customer to plug in IP Phones OR arrange Engineer for the managed installation within 7 working days of the order date.
After installation is complete, nconnect sends technical team copy of installation documentation, verify testing and network drawings within 10 working days of the order date.
Sales team is notified of completed installation and Accounts is notified to start billing cycle. BILLING PROCESS
Technical Team notify Service team to add customer to Zendesk SERVICE PROCESS within 14 working days of the order
Sales team updates the Customer List and final customer config and in service date
The technical team contacts the customer within 7 day period to evaluate post implementation satisfaction. The technical team will then handover the customer to the nconnect service centre (see Section 6).

Figure 49: Customer Installation Process

6 nconnect Service Process

The nconnect Service Desk provides real-time support to customers in dealing with service affecting issues. The service is provided 24 hours, 7 days a week.

The Service agents are equipped to deal with first line support issues and log all faults on the nconnect ticketing system – Zendesk. Updates to customers and internal engineers are provided via the Zendesk system.

Should the Service desk need to escalate tickets to nconnect 2nd line support, then this is done via the Zendesk portal. This places the fault ticket into the 2nd line Support queues.

6.1 nconnect Service Desk

NAME	ROLE	TEL	E-mail
nconnect Service Desk	Contact for all Fault Reporting by nconnect customers.	020 3740 6740 (Opt 2)	support@nconnect.com

Table 2: nconnect Service Desk Contact Information

Listed below is the typical flow of support call from a nconnect customer;

- Customer calls 020 3740 6740(Option 2)
- Nconnect Service Agent (NSA) takes call in '**Realtime**' and logs the issue on Zendesk.
- Within 1 Hour the NSA would have opened and logged the full ticket, discussed options with internal support and updated the customer.
- If the Ticket can be resolved in house, the NAS updates the ticket to advise customer of progress and estimated time to fix.
- If the Ticket requires 2nd Line Support, ticket is passed to NFON 2nd Level team to deal with. The NFON 2nd Level process must respond to raised Ticket within 3 hours.
- Full update and resolution of customer Ticket within 4 hours from time of initial call.
- If issues which are not real faults (i.e. A config change required, or a new feature request etc.) OR the issue has been identified to the local Internet, then the Ticket clock can be stopped, until a resolution has been found.
- For faulty IP-Phones, where a new device is required;
  - Send item to customer for next day delivery

  OR
  - Send engineer on site with the IP Phone, install and test

Where on-site Support may be needed, this will be subject to customer location and aim to resolve with 5 hours. However if new equipment is required, which may not in stock, this may extend up to 24 hours (next working day).

6.2 Fault Escalation Stages

Where nconnect service desk is aware of a problem that may impact service adversely, then the matter will automatically be escalated internally, within nconnect. Customer will receive a response to a reported fault within 4 hours of the issue being logged by our service desk.

Alternatively, should the customer not be satisfied with the response from the service desk then they may wish to escalate an issue themselves using the contact points shown in the table below. This should only be done after the 4 hour period has elapsed and the service desk has not responded to the customer within the 4 hour period.

Escalation Level	Department	Action	Telephone	Mobile/e-mail
1st point After 1 Hour	Team Leader	Customer Calls	020 3740 6740 option (2)	service @nconnect.com
↓				
2nd point After 2 hours	Repair Team Manager	Customer	020 3740 6740 option (2)	service @nconnect.com
↓				
3rd point After 4 hours	Senior Repair Manager at nconnect Service Desk	Customer	020 3740 6740 option (2)	service @nconnect.com
↓				
4th point After 8 Hours	nconnect Sales	Customer	020 3740 6740 option (2)	robert.bacon@nconnect.com zak.ahmed@nconnect.com

Table 3: Fault Escalation Stages

6.3 Guide to Escalation Timescales

	1st Escalation	2nd Escalation	3rd Escalation	4th Escalation
Enterprise Customers	1 hours	2 hours	4 hours	8 hours

Table 4: Escalation Timescales

6.4 Planned Engineering work / Service Outage

nconnect has Planned Engineering Work (PEW) 'windows' where upgrades / changes to the live platforms are made to continually improve our service to customers.
When a platform or system upgrade is planned that may be potentially service effecting, nconnect will endeavour to give 7 (calendar) days prior notice. This is to allow Customers time to limit any impact on their own operations. In majority of cases we will endeavour to carry out these works outside working hours.

6.5 Technical Support Process

All technical support queries relating to the nconnect solution should be reported to the nconnect Service Desk, where the issue will be logged and relevant response delivered back to the customer via the service desk.

This process allows customers to request extra technical support for complex networking/setup/configuration queries. After the issues are logged via the Service Desk, an engineer will be allocated to provide pre-sales technical support.

6.6 Billing

For all billing enquiries please contact your account manager 020 3740 6740 or email: accounts@nconnect.com.

6.7 nconnect Service Desk SLA

Customers will be able to report faults to the nconnect service desk 24 hours 7 days a week.

6.8 nconnect Service Demarcation

nconnect will only be responsible for the IP Phones provided. All onsite cabling and Internet service is the responsibility of the customer. Where nconnect have provided a bundled Ethernet Switch and carried out the cabling, then switch and the cabling from the switch to the IP Phones is also the responsibility of nconnect.

nconnect will not be responsible for customers Internet and other services on the customer LAN.

nconnect will not be responsible for diagnosing customer's Internet access problems, these must be resolved by the customers ISP.

6.9 Maintenance Care Levels

nconnect maintenance is provided under Service Care contracts offering the customer a range of service levels which you can tailor to their business needs. A brief definition of the three commonly used contracts which we currently use can be found below;

6.9.1 Standard Service – Normal working day repair.

Operates during the hours of 0900-1800 Monday to Friday (excluding Public/Bank Holidays). nconnect aims to respond to a fault report on one working day by the end of the next working day. Work will be carried out only during working hours.

6.9.2 Premium Service - 6 day service with Quick Response.

Operates during the hours of 0800-1800 Monday to Friday and 09:00-16:00 Saturday (excluding Public/Bank Holidays). nconnect will guarantee to respond within 1 working hours of receipt of a fault and aim to fix within 4 hours.

6.9.3 Premium Plus Service - 24 hour service.

Operates 24 hours a day, 7 days a week including Public/Bank Holidays. nconnect will guarantee to respond within 1 hours of receipt of a fault and aim to fix within 4 hours.

6.10 Helpful Hints before reporting an issue to the nconnect Service Desk

Typical Technical issues the Customer may report;

The nconnect Service Desk (NSD) is likely to face the following issues during the first two days of new deployments;

- Customer unable to make Outgoing calls
- Customer not receiving Incoming calls
- The Internet link or network is down
- The IP Phone has been accidentally disconnected or moved and cables not connected back correctly.
- Customer reporting poor voice quality ('cracking voice connection') or One Way audio.

nconnect Cloud Telephone System utilises the Voice over IP (VoIP) technology to deliver the services and as such the Internet Access is a key part of the solution. Therefore please always check that your customer's Internet connection is fully functional and if in doubt, ask your Internet Service Provider before reporting any faults to the nconnect service desk.

- To establish if the Internet Connection is working, check that you IP Phones are displaying the extension numbers and or any names you have programmed. If you can make and receive calls on your nconnect provided IP Phone then it is likely that the Internet connection is working.
- If you have had a power cut or if the Internet Router/IP Phone has been unplugged accidently, then please allow up to 5 minutes for your service to restore fully, before testing the service.
- Detailed user guides are available at our Information Resource website: http://www.myNFON.com/en/manuals/ and on our Home page: www.nconnect.com. The information here can help you with many issues, how to set voicemail, how to Forward call, How to Transfer calls and many other useful guides and tips.

Process Flowchart for nconnect Fault Reporting

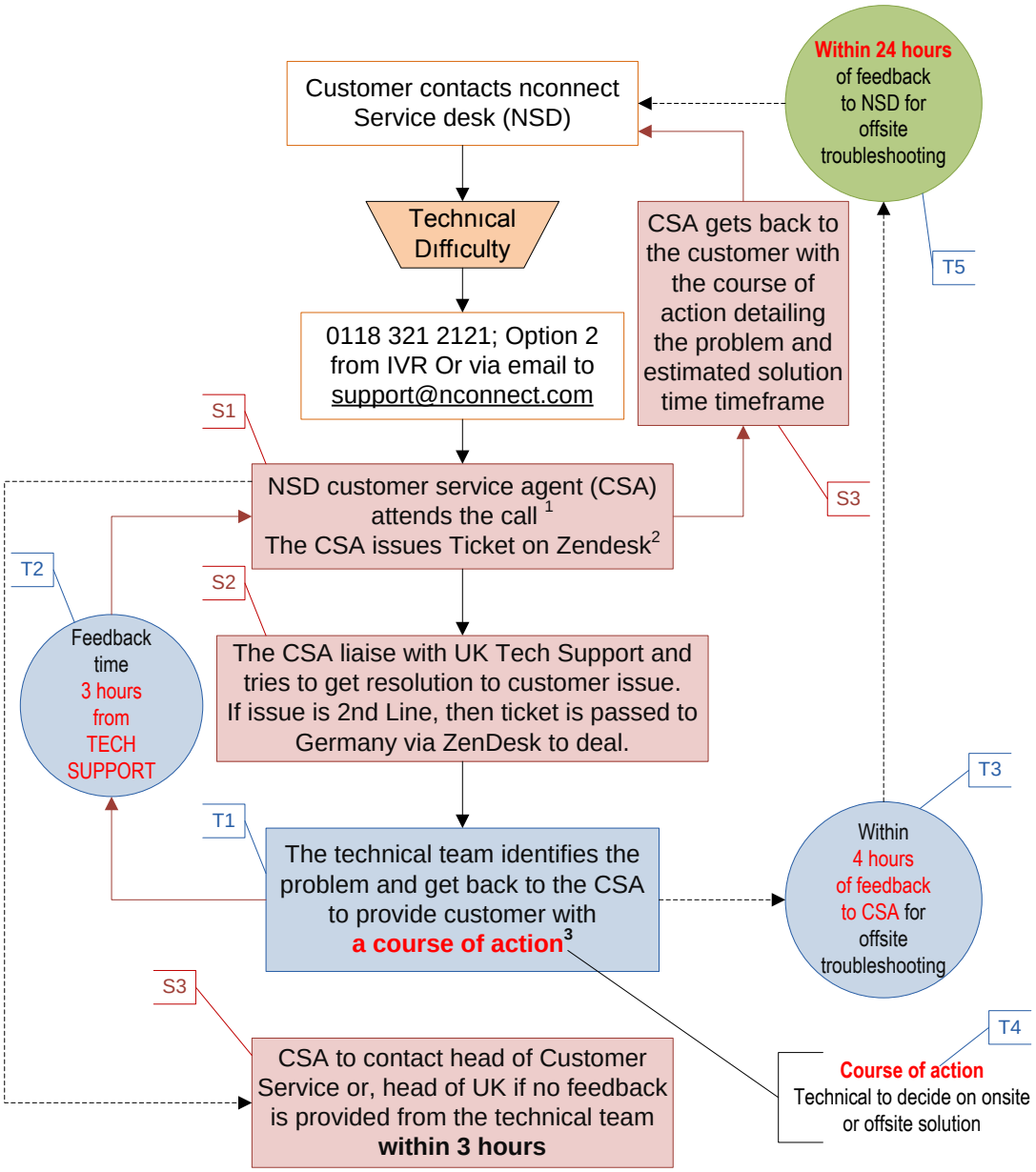

Customer contacts nconnect Service desk (NSD)
Within 24 hours of feedback to NSD for offsite troubleshooting
Technical Difficulty
CSA gets back to the customer with the course of action detailing the problem and estimated solution time timeframe
T5
0118 321 2121; Option 2 from IVR Or via email to support@nconnect.com
S1
NSD customer service agent (CSA) attends the call [1]
The CSA issues Ticket on Zendesk[2]
S3
T2
S2
Feedback time 3 hours from TECH SUPPORT
The CSA liaise with UK Tech Support and tries to get resolution to customer issue. If issue is 2nd Line, then ticket is passed to Germany via ZenDesk to deal.
T3
T1
The technical team identifies the problem and get back to the CSA to provide customer with a course of action[3]
Within 4 hours of feedback to CSA for offsite troubleshooting
S3
T4
Course of action
Technical to decide on onsite or offsite solution
CSA to contact head of Customer Service or, head of UK if no feedback is provided from the technical team within 3 hours

Figure 50: nconnect Fault Reporting Process Flowchart

Important nconnect process notes;

Please Note-

The boxes starting with:

- 'S' are the steps to be followed by the Customer Service Agent/s.
- 'T' are the steps to be followed by the Technical Team.

1. The nconnect Service Desk (NSD) will be available 24 hours 7 days a week. The attending customer service agent (CSA) will register the customer details and complaint on the Zendesk ticketing system. Technical team will pick up the issue and follow process from T 1.

2. The CSA is able to receive faults via phone or email and will enter all fault, change request, query details into Zendesk. Each issue will need to identify accurately as possible by the CSA and entered as a separate ticket into Zendesk to ensure it is dealt with as a standalone issue.

3. The customers contact for all reports and issues will be the CSA and all communications to the customer will be via the CSA to keep customer fully updated. All issues being dealt with must be logged in the Zendesk as Tickets and progressed and closed on the Zendesk. If customer enquires about any service related issues, they must be referred to the NSD.

7 Documentation Process

The nconnect account manager will ensure that all records of customer config and requirements are fully documented according to the descriptions given in this document. This will help in ensuring any future changes in customer requirements are met efficiently. The documentation is designed to make it easy for the account manager to gather the essential information that will enable configuration of the customer's services. Also, it is important that once the on-site installation is complete the Forms are updated with the Day 1 "**LIVE**" configuration, as often some minor changes are needed on 1st Day of LIVE network. See **Appendix B**, as guide to what should be included in a Planning Pack;

7.1 Customer Config Capture Form

Customer config details must be recorded in the Excel Spreadsheet, with all the relevant information (the Yellow Highlights fields are required to be filled in by the customer) and updated and maintained by the account manager.

- DDI Numbers
- EXTN range
- EXTN Name
- Mobile Number, Mobile Device
- E mail address
- Service Type; nconnect Enterprise and nconnect Premium

7.2 Customer Call Flow Design

Detail the configuration as programmed in the Service Portal;

- List of Services Configured (TimeControl, Queues, IVRs)
- List of DDI numbers customer dials to trigger action.
- List of extensions in Groups or members of queues
- List of the IVR menus and routes
- Any other Services configured (and announcements uploaded)

7.3 Customer Network Diagram

Technical Network Diagrams of the site install and IP Address record.

Network Diagram of the IP Phones & Switch on site;

- Location of all IP Phones & extension numbers/range
- Location of the Internet router and Ethernet Switch
- IPhones – customer own or supplied by nconnect
- Internet type, Ethernet Switch type, PoE

Customer Site Network and connection of IP Phones;

- Record of customer IP-Phone configuration

- Record of customer configuration, switches, VLANs, QoS

7.4 Resource Centre and Website

For additional information and resources, extensive Information and Support Documentation is provided for the customer;

- nconnect website; www.nconnect.com
  - **FAQ** section on the nconnect website;
    - http://www.nconnect.com/telephone-system/features/
  - Pricing for Products and Services
- nconnect resource centre:
  - http://www.myNFON.com
  - http://myNFON.com/en/manuals/
  - Full online manuals and service description of nconnect products, services, features and Portals.

These Internet sites include detailed information on the following:

- nconnect ENTERPRISE AND PREMIUM PACKAGES
- Datasheets for IP Phones supported by nconnect
- Manual and User Guides of all devices supported by nconnect
- Analogue Terminal Adapters Guides & Manuals
- FMC Guides and Manuals
- nconnect CTI Software Manuals (nCTI Basic, Standard & Premium)
- Sales leaflets and brochures

8 Appendices

8.1 Appendix A: Customer Test and Acceptance

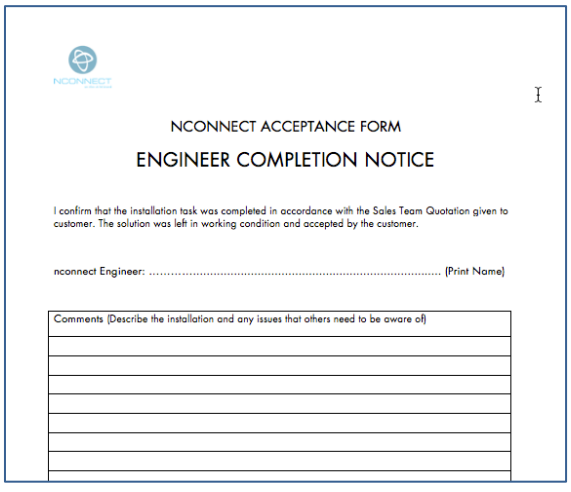
8.1.1 Test Schedule

The following tests are designed to ensure that the nconnect solution is left in working order. The tests will be completed by the engineer with the results forwarded to the Technical team.

Test No	TEST Description	Complete
1	Extension to extension call	
2	Extension to network extension (for multi-site networks)	
3	Extension to PSTN calls (Dial 9 for outside Line)	
4	Extension to Mobile Network Call	
5	Receive Incoming calls from outside PSTN number	
6	Receive Incoming calls from Mobile	
7	Receive DDI calls to set extensions	
8	Receive Incoming calls to test Services (Timebound)	
9	Receive Incoming calls to test Services (IVR)	
10	Test IVR Options and routing of Digits	
11	Test Services, Groups or Queues	
12	Transfer calls to other extns	
13	Test CDR Record after making and receiving calls	
14	Test Conference Room calls (if configured)	
15	Test Voicemail options and greetings	
16	Test Voice Mail to E Mail	
17	Hold Call	
18	Group call pick up	
19	Test DND	
20	Call Recording	
21	Fax to E Mail Test (if configured) – optional	
22	Voice Quality	

Table 5: Test Schedule

8.1.2 nconnect Acceptance Form



NCONNECT ACCEPTANCE FORM

ENGINEER COMPLETION NOTICE

I confirm that the installation task was completed in accordance with the Sales Team Quotation given to customer. The solution was left in working condition and accepted by the customer.

nconnect Engineer: ..... (Print Name)

Comments (Describe the installation and any issues that others need to be aware of)

8.2 Appendix B: Customer Network Planning Guide/Pack

DDI numbers, dial plan, call flow, network diagram

The planning pack below should be used to gather customer configuration requirements, Call Flow and current network.

8.2.1 Customer Config Capture Form

This template should be used to capture all the configuration requirements and then updated to show actual configuration once configured in the Service Portal.

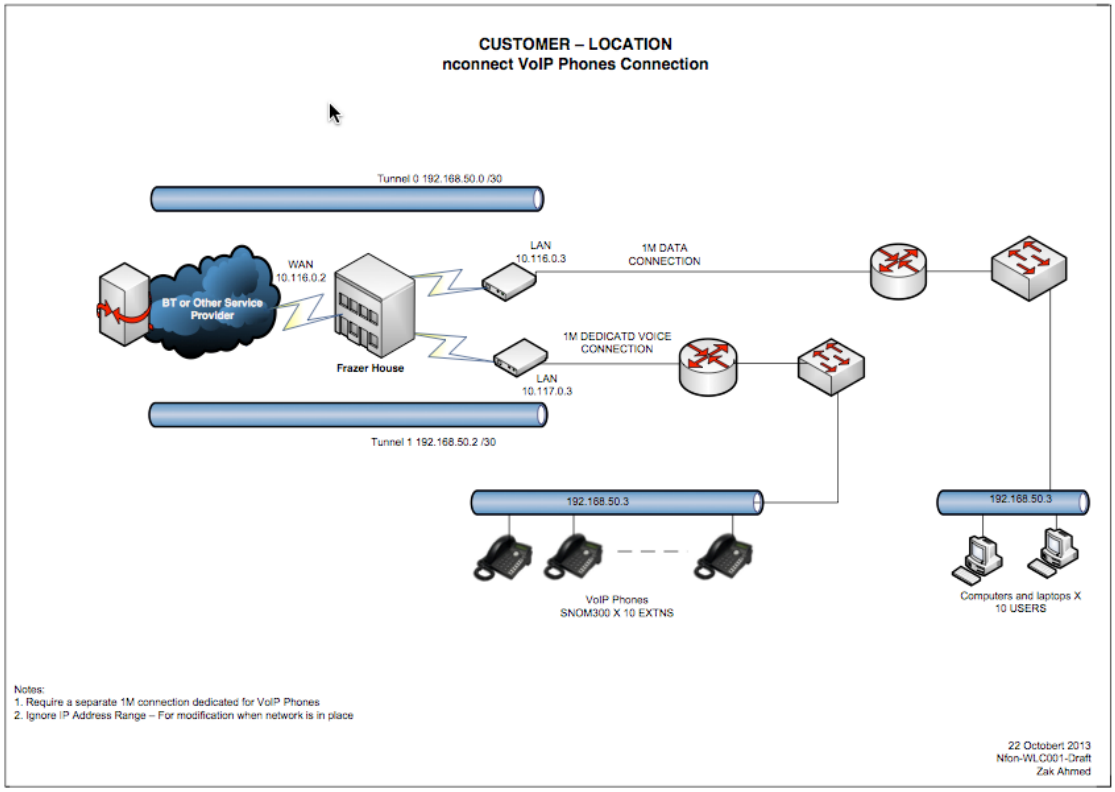
nconnect Customer Configuration Form				
NFON Account	KAXXX			
nconnect Service Type	Premium			
CUSTOMER NAME -INITIAL CONFIG FOR UK OFFICE				
DDI NUMBER RANGE	EXTN No.	EXTENSION NAME	MOBILE NUMBER	FMC DEVICE TYPE

8.2.2 Call Flow Design:

Partner to provide Flow Diagram showing how the customer Call Flow process is organized in the Service Portal. This should be kept updated with changes to show the current settings. This can be in Power Point or Visio Format. Please refer to Figure 36.

8.2.3 Installation Network Diagram:

Customer to provide customer's network diagram showing IP Phones in the LAN. See example below;



8.3 Appendix C: nconnect Product Features

FEATURES	ENTERPRISE	PREMIUM
FEATURES 1-8 FMC:	**Yes**	**Yes**
1. Directly integrate mobiles as an extension on the PBX system	Yes	Yes
2. Connect to the PBX system worldwide via WLAN or GSM/UMTS	Yes	Yes
3. Call deflection between the networks, upon request also via cellular data connection	Yes	Yes
4. System features (e.g. personal assistant feature, toggle calls, etc.) also on your mobile	Yes	Yes
5. In parallel available by mobile via the PBX system mobile number and landline number	Yes	Yes
6. Selection from mobile whether to make calls via mobile or the system	Yes	Yes
7. Callback feature for inexpensive international calls	Yes	Yes
8. Reverse callback feature for optimal use of mobile contract landline flat rate	Yes	Yes
FEATURES 19-17 CTI:	**Yes**	**Yes**
9. Phonebook with Outlook integration including TAPI interface	Yes	Yes
10. Display contact information on incoming calls	Yes	Yes
11. Launch applications upon incoming calls with transmission of caller number	Yes	Yes
12. Dial directly from Outlook- or TAPI-compatible business applications	Yes	Yes
13. "Click2Dial" from any application	Yes	Yes
14. Outgoing calls documented in Outlook	Yes	Yes
15. Line handling in Outlook	Yes	Yes
16. Transfer/Announced transfer from Outlook	Yes	Yes
17. Also select the exchange line to be used for outgoing calls from Outlook	Yes	Yes
FEATURES 18-23 FAX/E-FAX:	**Yes**	**Yes**
18. Connect fax devices via analogue interface	Yes	Yes
19. Integrated fax server	Yes	Yes
20. Receive faxes as PDF (e-mail routing)	Yes	Yes
21. Send faxes via print driver directly from the PC	Yes	Yes
22. Supports T. 38 fax protocol	Yes	Yes
23. Individual administration from the workstation	Yes	Yes
FEATURES 24-42 CALL MANAGEMENT:	**Yes**	**Yes**
24. Unlimited number of incoming and outgoing calls per system	Yes	Yes
25. Up to 5 parallel incoming or outgoing outgoing calls per device, except: e-fax and nreception - which offer more	Yes	Yes
26. Selective definition of direct outward dialing per extension (internal only, local only, domestic only, international)	Yes	Yes
27. Incoming and outgoing calls through different telephone numbers (max. up to 1,000 exchange lines)	Yes	Yes

28. Free selection of exchange line to be used for outgoing calls	Yes	Yes
29. Free selection of individual telephone numbers to be indicated for each outgoing call	Yes	Yes
FEATURES	ENTERPRISE	PREMIUM
30. Announce, hold and toggle calls	Yes	Yes
31. Status of individual extensions indicated on device (busy field lamps)	Yes	Yes
32. Name resolution for incoming calls via central phonebook	Yes	Yes
33. Answer calls within the system, within groups and for individual extensions via speed dials or function keys on device	Yes	Yes
34. Call forwarding via function keys (Call Deflection)	Yes	Yes
35. Optionally: Call waiting to extensions	Yes	Yes
36. Individual hold music by customer and by queue	Yes	Yes
37. Call log with date, time, telephone number (outgoing, incoming, missed calls including labeling group calls and exchange line used)	Yes	Yes
38. Announced and unannounced call transfer (internal, external)	Yes	Yes
39. Free definition of parallel call to other internal extensions or external parties	Yes	Yes
40. Outgoing and incoming DTMF	Yes	Yes
41. Personal assistant feature	Yes	Yes
42. Hot desking, i. e. flexible selection of workstation, register and deregister extension to different devices	Yes	Yes
FEATURES 43-51 CALL FORWARDING:	**Yes**	**Yes**
43. The device indicates fixed call forwarding	Yes	Yes
44. When forwarding external calls the telephone number of the original caller will be displayed	Yes	Yes
45. Fixed call forwarding for all incoming calls	Yes	Yes
46. Forward if "busy"	Yes	Yes
47. Call forwarding any defined time interval	Yes	Yes
48. Call forwarding if extension not available	Yes	Yes
49. No limitations in call forwarding targets (e. g. internal and external targets, time controls, groups, queues)	Yes	Yes
50. DND/"Do not disturb" function	Yes	Yes
51. Memory function for call forwarding, voicemail calls will always be forwarded to the voicemail of the party originally called	Yes	Yes
FEATURES 52-55 CALL GROUPS:	**Yes**	**Yes**
52. Any number of call groups per system	Yes	Yes
53. Configure any size call groups	Yes	Yes
54. Individual call forwarding for the respective extensions will be ignored	Yes	Yes
55. Call forwarding any defined time interval	Yes	Yes
FEATURES 56-59 SITE LINKING:	**Yes**	**Yes**
56. Link up to 1,000 telephone numbers from any UK prefix	Yes	Yes

57. Optionally: Linking international locations and telephone numbers	Yes	Yes
58. Integrate parties outside office locations	Yes	Yes
59. Integrate multiple locations into one system	Yes	Yes
FEATURES 60-67 CLIP/CLIR:	**Yes**	**Yes**
60. Show telephone number for incoming calls	Yes	Yes
61. Show exchange line through which a call comes in	Yes	Yes
62. Store the exchange line used to call logs	Yes	Yes
63. Return calls using the same exchange line	Yes	Yes
FEATURES	ENTERPRISE	PREMIUM
64. Indication of group calls	Yes	Yes
65. Indication of forwarded calls	Yes	Yes
66. Definition per extension whether to show or block the telephone number for calls (CLIP/CLIR)	Yes	Yes
67. Define telephone number to be displayed by extension and by exchange line (CLIP -no screening-)	Yes	Yes
FEATURES 68-70 ANSWERING SYSTEM / VOICEMAIL	**Yes**	**Yes**
68. Retrieve voice messages by telephone or e-mail	Yes	Yes
69. New voicemails indicated on the device	Yes	Yes
70. Remote retrieval protected with individual PIN	Yes	Yes
FEATURES 71-73 ADDRESS BOOK:	**Yes**	**Yes**
71. Central phonebook by customer	Yes	Yes
72. Differentiate between generally visible entries, visible to specific groups, and personal entries	Yes	Yes
73. Import option in CSV format	Yes	Yes
FEATURES 74-83 CONFERENCE CALLS:	**Yes**	**Yes**
74. VoIP SIP for professional conference calls	Yes	Yes
75. Any number of conference rooms per NFON telephone system	Yes	Yes
76. Conferences with up to 50 internal and external parties	Yes	Yes
77. Separate PIN authentication for conference host and conference parties	Yes	Yes
78. Lock conferences until the conference host logs in	Yes	Yes
79. Option to automatically end conference calls after the conference host logs out	Yes	Yes
80. Mute all conference parties	Yes	Yes
81. Switch calls to conference rooms	Yes	Yes
82. Option to indicate joining and leaving conference call	Yes	Yes
83. Option to record and announce party name before joining the conference call	Yes	Yes
FEATURES 84-95 QUEUES/IVR:	**Yes**	**Yes**
84. Any number of queues per system	Yes	Yes
85. Individual, initial and periodic announcements	Yes	Yes
86. Individual hold music per queue	Yes	Yes
87. Automatic call distribution to free or signed in agents	Yes	Yes
88. Call distribution by various criteria	Yes	Yes

89. Free definition of wrap-up time for agents	Yes	Yes
90. Exceptions for time-out and if no agents are signed in	Yes	Yes
91. Optionally: announce caller waiting time to agent	Yes	Yes
92. Optionally: individual announcement to agent per queue, e. g. queue name	Yes	Yes
93. Optionally: announce caller position in the queue	Yes	Yes
94. Sign in mobile devices to queues	Yes	Yes
95. Weighting of agents (penalties): This allows agent skills to be displayed for various queues	Yes	Yes
FEATURES 96-98 TIME CONTROLLED CALL ROUTING:	**Yes**	**Yes**
96. Any number of time controls per system	Yes	Yes
97. Define intervals for call routing	Yes	Yes
FEATURES	ENTERPRISE	PREMIUM
98. Define exception days for call routing	Yes	Yes
FEATURES 99-104 AUTOMATED SWITCHBOARD (IVR):	**Yes**	**Yes**
99. Any number of voice dialogues per system	Yes	Yes
100. Custom selection texts	Yes	Yes
101. Up to 13 options per dialogue level (0. . . 9, *, # and time-out)	Yes	Yes
102. Any system target available per selection (groups, queues, IVR (interactive voice response), extensions, etc.)	Yes	Yes
103. Flexible handling of incoming calls	Yes	Yes
104. Any series level for voice dialogues	Yes	Yes
FEATURES 105-124 OPERATOR WORKSTATION (nreception):	**No**	**Yes(*)**
105. Presence feature (busy field lamps, "BFL") for all telephones on the system	No	Yes(*)
106. Unlimited number of directories	No	Yes(*)
107. Drag & drop	No	Yes(*)
108. Softphone mode	No	Yes(*)
109. Compatible with all USB headsets	No	Yes(*)
110. Hardphone mode	No	Yes(*)
111. CRM integration	No	Yes(*)
112. Outlook integration	No	Yes(*)
113. Messenger integration (MSN)	No	Yes(*)
114. E-mail integration	No	Yes(*)
115. Web browser integration	No	Yes(*)
116. Connect LDAP	No	Yes(*)
117. Desktop alarm	No	Yes(*)
118. Hold	No	Yes(*)
119. Unannounced transfer	No	Yes(*)
120. Announced transfer	No	Yes(*)
121. Photos of caller / called parties	No	Yes(*)
122. Display call time	No	Yes(*)
123. Detailed call history	No	Yes(*)

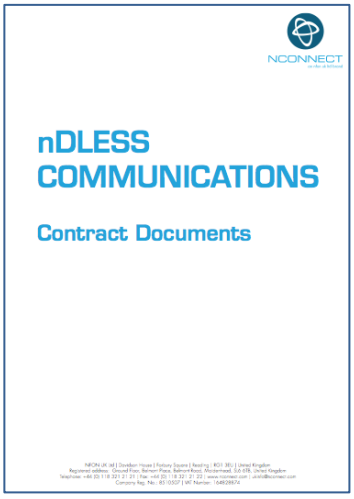
124. User interface customisation	No	Yes(*)
FEATURES 125-127 CALL CENTER MONITORING:	**No**	**Yes(*)**
125. Real-time queue and agent monitoring	No	Yes(*)
126. Professional performance analysis	No	Yes(*)
127. Generate reports to view multiple periods	No	Yes(*)
FEATURES 128-129 VOICE ENCRYPTION (SRTP):	**No**	**Yes(*)**
128. New key for every call	No	Yes(*)
129. Voice channel encrypted with SRTP	No	Yes(*)
FEATURES 130-131 NRECORDING BASIC (Voice recording):	**No**	**Yes(*)**
130. Customisable by extension	No	Yes(*)
131. Send recording to your e-mail address in .mp3 or .wav format	No	Yes(*)

Table 6: nconnect Product Features

(*) Chargeable as a separate package on 'Enterprise'

8.4 Appendix D: nconnect Order Form

nconnect Order Form should be completed by the customer (usually arranged by nconnect account manager) and handed to nconnect sales team. The form will be sent to the customer in electronic format together with a quotation.



Please complete the NUMBER PORTING part of the form accurately providing all the information requested. Once the Porting has been processed, it cannot be cancelled and customer may lose the number being ported or lines disconnected.

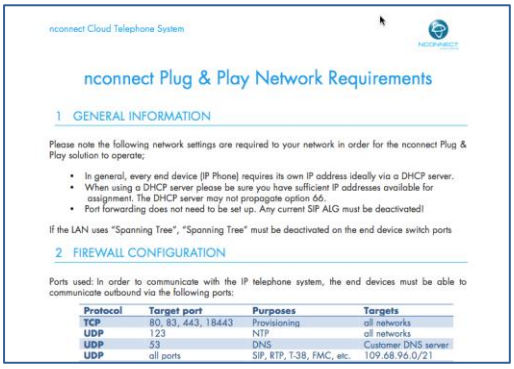
Please allow minimum 14 days for the number porting process to be completed.

8.5 Appendix E: nconnect Information Capture and Plug & Play Network Requirements

IMPORTANT
Please see attached the following two files which need to be completed by the customer usually arranged by account manager and handed to nconnect Sales team. Please ensure that customer can meet the Plug & Play Networking requirements before taking the order.

Please liaise with your Channel Sales Team for queries on the ordering information and service delivery process.

Plug & Play Network Requirement



nconnect Cloud Telephone System

nconnect Plug & Play Network Requirements

1 GENERAL INFORMATION

Please note the following network settings are required to your network in order for the nconnect Plug & Play solution to operate;

- In general, every end device (IP Phone) requires its own IP address ideally via a DHCP server.
- When using a DHCP server please be sure you have sufficient IP addresses available for assignment. The DHCP server may not propagate option 66.
- Port forwarding does not need to be set up. Any current SIP ALG must be deactivated!

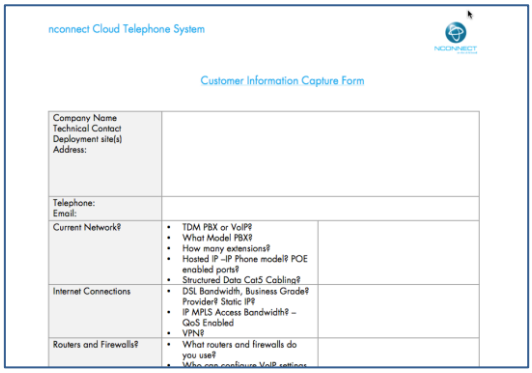
If the LAN uses "Spanning Tree", "Spanning Tree" must be deactivated on the end device switch ports

2 FIREWALL CONFIGURATION

Ports used: In order to communicate with the IP telephone system, the end devices must be able to communicate outbound via the following ports:

Protocol	Target port	Purposes	Targets
TCP	80, 83, 443, 18443	Provisioning	all networks
UDP	123	NTP	all networks
UDP	53	DNS	Customer DNS server
UDP	all ports	SIP, RTP, T-38, FMC, etc.	109.68.96.0/21

Information Capture Form



nconnect Cloud Telephone System

Customer Information Capture Form

Company Name Technical Contact Deployment site(s) Address:		
Telephone: Email:		
Current Network?	• TDM PBX or VoIP? • What Model PBX? • How many extensions? • Hosted IP –IP Phone model? POE enabled ports? • Structured Data Cat5 Cabling?	
Internet Connections	• DSL Bandwidth, Business Grade? Provider? Static IP? • IP MPLS Access Bandwidth? – QoS Enabled • VPN?	
Routers and Firewalls?	• What routers and firewalls do you use?	